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Question No: 1 (Marks: 1) - Please choose one

Which of the following functions of an organization consists of all activities directly related to production of a good or service?

Selected answer

Operations

Marketing

Accounting

Finance

Question No: 2 (Marks: 1) - Please choose one

Operations manager is responsible for all of the following EXCEPT:

Forecasting

Capacity planning

Inventory management

Selected answer

Distributing organizations' goods

Question No: 3 (Marks: 1) - Please choose one

What would be the productivity if a machine produced 50 units in 3 hours?

0.066 units per hr

Selected answer

16.66 units per hr

6.766 units per hr

60.66 units per hr

Question No: 4 (Marks: 1) - Please choose one

Which of the following is

NOT

usually considered a general characteristic of a service?

Production and sales cannot easily be separated functionally

Selected answer

Many services involve both tangible and intangible outputs

Production and consumption can always be separated

Degree of customer contact is high

Question No: 5 (Marks: 1) - Please choose one

Which one of the following formulae can be used to compute value?

$(\text{Quality} + \text{Speed} - \text{Flexibility}) / \text{Cost}$

Selected answer

$(\text{Quality} + \text{Speed} + \text{Flexibility}) / \text{Cost}$

$(\text{Quality} + \text{Speed} - \text{Cost}) / \text{Flexibility}$

$(\text{Quality} + \text{Speed} + \text{Cost}) / \text{Flexibility}$

Question No: 6 (Marks: 1) - Please choose one

A business process is a logical set of tasks or activities that:

Are specific to the operations function

Are specific to the marketing function

Selected answer

Are interdependent with other processes

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Have exactly the same performance measures for any process

Question No: 7 (Marks: 1) - Please choose one

Which one of the following correctly explains the qualitative forecasting technique?

It consists mainly of numerical descriptions and defies subjective inputs of managers.

It consists mainly of subjective inputs and defies particular numerical descriptions.

It consists mainly of subjective inputs and defies human factor, personal opinions.

Selected answer

It consists mainly of analyzing objective and hard data and defies human factor, opinion.

Question No: 8 (Marks: 1) - Please choose one

Which one of the following refers to the volume of output at which total cost equals total revenue?

Optimal operating rate

Selected answer

Break even point

Feasible volume

Utilization

Question No: 9 (Marks: 1) - Please choose one

Which one of the following techniques uses historical data to predict future value of a variable of interest?

Selected answer

Time series method

Causal forecasting method

Qualitative forecasting method

Intuitive forecasting method

Question No: 10 (Marks: 1) - Please choose one

Which of the following refers to the essential elements of operations strategy?

Policies, tactics and objectives

Plans, strategies and vision

Mission, goals and plans

Selected answer

Mission, policies and distinctive competencies

Question No: 11 (Marks: 1) - Please choose one

Which one of the following correctly explains the quantitative forecasting technique?

It consists mainly of numerical descriptions and resist subjective inputs of managers.

Selected answer

It consists mainly of subjective inputs and resist particular numerical descriptions.

It consists mainly of subjective inputs and resist human factor, personal opinions.

It consists mainly of analyzing objective and hard data and resist human factor, opinion.

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Question No: 12 (Marks: 1) - Please choose one

Which one of the following is an implication of laplace approach of decision making?

The best of the worst possible payoff

The best possible payoff

Selected answer

The best average payoff

The least of the worst regrets

Question No: 13 (Marks: 1) - Please choose one

Given the table:

Alternatives Possible future demand

Low (Rs.) High (Rs.)

Small facility 10,000 8,000

Medium

facility

12,000 20,000

Large facility 18,000 15,000

Which one of the following is the correct payoff under MAXIMAX approach?

Rs. 10,000

Rs. 18,000

Rs. 20,000

Selected answer

Rs. 32,000

Question No: 14 (Marks: 1) - Please choose one

The process selection should take into account all of the following EXCEPT

:

Capacity planning

Design of work systems

Selected answer

Production forecasts

Selection of technology

Question No: 15 (Marks: 1) - Please choose one

A self-service cafeteria is usually positioned as:

Selected answer

Process layout

Fixed position layout

Hybrid layout

Product layout

Question No: 16 (Marks: 1) - Please choose one

Given the table:

Alternatives Possible future demand

Low (Rs.) High (Rs.)

Small facility 10,000 8,000

Medium

facility

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12,000 20,000

Large facility 18,000 15,000

Which one of the following is the correct payoff under MINIMAX regret approach?

Rs. 12,000

Selected answer

Rs. 6,000

Rs. 5,000

Rs. 16,000

Question No: 17 (Marks: 1) - Please choose one

Which one of the following formulae can be used to compute break even point?

$$Q = VC / (R - VC)$$

Selected answer

$$Q = FC / (R - VC)$$

$$Q = VC / (R + FC)$$

$$Q = FC / (R + VC)$$

Question No: 18 (Marks: 1) - Please choose one

In order to comply with the environmental standards, an organization ABC has to implement Occupational Safety Hygiene Administration (OSHA). Which one of the following is a way to accomplish this task?

Promoting friendly relations among employees

Selected answer

Installing safety guards and devices to reduce the risk of potential accidents

Installing machinery to make the process speedy

Installing machinery that provides cost effective output

Question No: 19 (Marks: 1) - Please choose one

Given the table:

Alternatives Possible future demand

Low (Rs.) High (Rs.)

Small facility 10,000 8,000

Medium

facility

12,000 20,000

Large facility 18,000 15,000

Which one of the following is the correct payoff under LAPLACE approach?

Rs. 9,000

Rs. 16,000

Rs. 33,000

Selected answer

Rs. 16,500

Question No: 20 (Marks: 1) - Please choose one

Which one of the following is the overall objective of product and service design?

Customer satisfaction and variety

Selected answer

Customer satisfaction and profitability

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Reliability and variety

Quality and reliability

Question No: 21 (Marks: 1) - Please choose one

Which of the following is an advantage of standardization?

Frozen designs

Selected answer

Customized parts

Interchangeable parts

Reduced variety

Question No: 22 (Marks: 1) - Please choose one

Assembly lines relate most closely to a:

Functional layout

Selected answer

Product layout

Process layout

Departmental layout

Question No:

23 (Marks: 1) - Please choose one

Which one of the following is TRUE about Taguchi approach?

To test the robustness of a design

To articulate the “voice of the customer”

To reduce the degree of automation

Selected answer

To create a concurrent design

Question No: 24 (Marks: 1) - Please choose one

Which one of the following is an example of regional factors that affect location decisions?

Transportation

Quality of life

Development support

Selected answer

Location of new markets

Question No: 25 (Marks: 1) - Please choose one

The type of processing structure that is used for producing discrete products at higher volume is:

Continuous Flow

Selected answer

Assembly Line

Batch

Job shop

Question No: 26 (Marks: 1) - Please choose one

All of the following are examples of the transformation process EXCEPT:

Cutting

Packing

Selected answer

Facilitating

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Labeling

Question No: 27 (Marks: 1) - Please choose one

Which one of the following represents the series of a time forecast?

Averaging, cycle, seasonality, random variations

Trend, seasonality, exponential smoothing

Trend, cycle, seasonality, moving average

Selected answer

Trend, cycle, seasonality, random variations

Question No: 28 (Marks: 1) - Please choose one

Which of the following behaviors is exhibited by a time series having an up-and-down movement in a variable that repeats itself over a long period of time?

Random variation

Trend

Seasonal

Selected answer

Cyclical

Question No: 29 (Marks: 1) - Please choose one

Which of the following location alternative is suitable to attract more customers for retail business?

Selected answer

To expand the existing facility

To add new locations while retaining the existing ones

To shift to a new location while shutting down the previous one

To do nothing

Question No: 30 (Marks: 1) - Please choose one

Which one of the following statements relates to the final stage of product life cycle?

Improve reliability, and reduce production costs

Improve packaging, and reliability

Improve reliability, and reduce quality

Selected answer

Improve reliability, and reduce promotion costs

Question No: 31 (Marks: 1) - Please choose one

Which one of the following refers to translating the voice of the customer into technical design requirements?

Concurrent design

Selected answer

Design for manufacture

Robust design

Quality function deployment

Question No: 32 (Marks: 1) - Please choose one

Which of the following refers to the way an organization chooses to produce its goods or services?

Selected answer

Process selection

Process reengineering

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Process redesign

Process design

Question No: 33 (Marks: 1) - Please choose one

Which of the following statements would generally be considered as correct for job shop?

A continuous process has lower output volume as compared to job shop

Equipment flexibility is lower in job shop than that of a continuous process

Labour costs are higher in a job shop operation than in most other processes

Selected answer

Batch processing produces a more standard range of products than continuous flow processes

Question No: 34 (Marks: 1) - Please choose one

Which one of the following layout types is associated with a restaurant?

Fixed position layout

Process layout

Selected answer

Product layout

Hybrid layout

Question No: 35 (Marks: 1) - Please choose one

The disadvantages of specialization to management include all of the following

EXCEPT:

More absenteeism

Minimum responsibility

More turnover

Selected answer

More difficult to teach the job

Question No: 36 (Marks: 1) - Please choose one

Which of the following layouts facilitates the handling of varied processing requirements?

Product layout

Process layout

Fixed-position layout

Selected answer

Hybrid/Combination layout

Question No: 37 (Marks: 1) - Please choose one

Transportation method helps in solving which of the following problems?

Selected answer

Facility location problems

Allocation of cost problems

Workforce management problems

Unfamiliar laws and regulations problems

Question No: 38 (Marks: 1) - Please choose one

Which of the following determinants of effective capacity is taken into account by operations manager at macro level?

Selected answer

Supply chain

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Process factors

Product and service factors

Operational factors

Question No: 39 (Marks: 1) - Please choose one

Which one of the following perspectives is the most obvious to be considered while evaluating alternatives for future capacity?

Social perspective

Political perspective

Selected answer

Economic perspective

Legal perspective

Question No: 40 (Marks: 1) - Please choose one

Which one of the following is the first step in line balancing?

To specify the sequential relationship among tasks.

Selected answer

To determine the required cycle time.

To determine the minimum number of workstations.

To determine the desired output

*Question No: 1 (Marks: 1) - Please choose one***

*** *Who developed the use of standardization in large-scale mass production using a moving assembly line?

Frederick Winslow Taylor

* **Frank Gilbreth***

Adam Smith

Henry Ford

**

*Question No: 2 (Marks: 1) - Please choose one***

*** *The management of systems or processes that creates goods and provides services is known as*:***

*

****Operation Management*****

Operation/production Management

Operation/Research Management

Production/Research Management

**

*Question No: 3 (Marks: 1) - Please choose one***

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*** *Which of the following statements corresponds to an order-winning characteristic?

A factor which may be significant in other parts of the organization

*

****A factor which gives an organization a competitive edge*****

A factor which serves as a minimum standard for purchase

A factor which increases the profitability of the organization

**

*Question No: 4 (Marks: 1) - Please choose one***

*** *Which one of the following correctly explains the quantitative forecasting technique?

It consists mainly of numerical descriptions and resist subjective inputs of managers.

It consists mainly of subjective inputs and resist particular numerical descriptions.

It consists mainly of subjective inputs and resist human factor, personal opinions.

* **It consists mainly of analyzing objective and hard data and resist human factor, opinion.***

**

*Question No: 5 (Marks: 1) - Please choose one***

*** *Which one of the following is a pessimistic approach in decision making theory?

* ****Maximin****

Maximax

Minimax regret

Laplace

**

*Question No: 6 (Marks: 1) - Please choose one***

*** *In which one of the following decision environments it is impossible to assess the likelihood of various future events?

Risk

Bounded rationality

Certainty

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*

****Uncertainty*****

**

*Question No: 7 (Marks: 1) - Please choose one***

*** *Given the table:

* *

*Alternatives***

*Possible future demand***

*Low (Rs.)***

*High (Rs.)***

Small facility

10,000

8,000

Medium facility

12,000

20,000

Large facility

18,000

15,000

Which one of the following is the correct payoff under LAPLACE approach?

* *

* **Rs. 9,000***

Rs. 16,000

Rs. 33,000

Rs. 16,500

**

*Question No: 8 (Marks: 1) - Please choose one***

*** *Which one of the following is an index used to measure actual output relative to design capacity?

Efficiency

* **Effective capacity***

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Effectiveness

Utilization

**

*Question No: 9 (Marks: 1) - Please choose one***

*** * Effective capacity is influenced by all of the following factors *

EXCEPT*:

Facilities

* **Product mix***

Processes

Operations

**

*Question No: 10 (Marks: 1) - Please choose one***

*** *ABC Corporation has planned to purchase a new machine. Total annual fixed cost is Rs. 10,000, variable cost is Rs. 5 per unit and revenue is Rs. 7 per unit. What would be the break even point?

833 units

2000 units

5000 units

* **1012 units***

**

*Question No: 11 (Marks: 1) - Please choose one***

*** *Which of the following terms of financial analysis are important for the organization to proceed with a capacity alternative decision?

Cash flow and fixed cost

Present value and fixed cost

* **Cash flow and present value***

Cash flow and profit

**

*Question No: 12 (Marks: 1) - Please choose one***

*** *The process selection should take into account all of the following

EXCEPT*:

Capacity planning

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Design of work systems

* **Production forecasts***

Selection of technology

**

*Question No: 13 (Marks: 1) - Please choose one***

*** *Which one of the following is an example of business that uses job shop process structure?

* **French restaurants***

Heavy equipment

Sugar refinery

Automobile assembly

**

*Question No: 14 (Marks: 1) - Please choose one***

*** *Assembly lines relate most closely to a:

Functional layout

* **Product layout***

Process layout

Departmental layout

**

*Question No: 15 (Marks: 1) - Please choose one***

*** *Which one of the following mathematical expressions can be used to compute output capacity?

* **OT/CT***

CT/OT

CT+OT

CT-OT

**

*Question No: 16 (Marks: 1) - Please choose one***

*** *Which one of the following is an application of simple exponential smoothing?

Establishing durability

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Finding reliability

* **Scheduling services***

Quality improvement

**

*Question No: 17 (Marks: 1) - Please choose one***

*** *Which of the following forecasting technique is based on the assumption that past data is more indicative of the future than the most recent occurrences?

Naive forecast

Exponential smoothing

Linear regression

* **Judgmental forecast***

**

*Question No: 18 (Marks: 1) - Please choose one***

*** *Which of the following factors are considered in product and service design?

Customer satisfaction, quality, and improvement costs

Employee motivation, quality, and production costs

Customer satisfaction, flexibility, and production costs

* **Customer satisfaction, quality, and production costs***

**

*Question No: 19 (Marks: 1) - Please choose one***

*** *Which one of the following refers to using some of the components of old products in the manufacturing of new products?

Manufacturability

* **Remanufacturing***

Robust design

Automation

**

*Question No: 20 (Marks: 1) - Please choose one***

*** *Which one of the following mathematical expressions can be used to compute availability?

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* *****(MTBF)/ (MTBF+MTR)*****

(MTBF)/ (MTBF-MTR)

(MTR)/ (MTBF+MTR)

(MTR)/ (MTBF-MTR)

**

*Question No: 21 (Marks: 1) - Please choose one***

*** *Which one of the following is a curve showing failure rate over time?

* *

Cost curve

* *****Bath tub curve*****

Fish bone diagram

Reliability curve

**

*Question No: 22 (Marks: 1) - Please choose one***

*** *What would be the availability if a carpenter is expected to be able to operate for 350 hours between repairs, and the mean repair time is expected to be 3 hours?

0.99

* **1.0***

3.0

7.03

**

*Question No: 23 (Marks: 1) - Please choose one***

*** *What would be the availability if a carpenter is expected to be able to operate for 300 hours between repairs, and the mean repair time is expected to be 2 hours?* ***

6.02

* **2.0***

0.99

0.006

**

*Question No: 24 (Marks: 1) - Please choose one***

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*** *Which of the following is NOT an emerging trend in the workplace?

Increasing workplace diversity

Decreasing work schedule flexibility

Increasing number of part time jobs

* **Increasing use of temporary labor***

**

*Question No: 25 (Marks: 1) - Please choose one***

*** *Which one of the following is NOT a business application of forecasting?

Budgeting

Capacity planning

Inventory management

* **Quality control***

**

*Question No: 26 (Marks: 1) - Please choose one***

*** *Which one of the following factors makes a forecast LESS perfect?

* **Randomness***

Non serious attitude

Non availability of data

Un qualified personnel

**

*Question No: 27 (Marks: 1) - Please choose one***

*** *Which one of the following is an example of regional factors that affect location decisions?

Transportation

Quality of life

Development support

* **Location of new markets***

**

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*Question No: 28 (Marks: 1) - Please choose one***

*** *Which one of the following location strategies is favored by automobile manufacturers?

Product plant strategy

Process plant strategy

* **Market area plant strategy***

Cost conservation strategy

**

*Question No: 29 (Marks: 1) - Please choose one***

*** *Which one of the following is a key benefit of process plant strategy?

Economies of scale

Diseconomies of scale

Product variety

Task specialization

**

*Question No: 30 (Marks: 1) - Please choose one***

*** *Which one of the following statements is *true *about Occupational Safety Hygiene Administration (OSHA)?

To safeguard against potential hazards

To develop cost effective processes

* **To implement legal standards***

To carry out implication of manufacturability and fitness

**

*Question No: 31 (Marks: 1) - Please choose one***

*** *Which one of the following is NOT an input in the transformation process?

Information

*

Services*

Facilities

Materials

**

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*Question No: 32 (Marks: 1) - Please choose one***

*** *Forecasting for groups tend to be more accurate than forecasting for individual items because:

* **A group is composed of a number of items***

A group exhibits a uniform behavior

A group cancels the forecasting errors among items

A group behavior is relatively less uncertain

**

*Question No: 33 (Marks: 1) - Please choose one***

*** *Which one of the following is a possible disadvantage of a moving average forecast?

The method is unable to forecast the demand accurately

The method is easy to compute and easy to understand

All the values in the average are weighted equally

* **The most recent values are given the more weightage***

**

*Question No: 34 (Marks: 1) - Please choose one***

*** *The purpose of _____ is to coordinate and control all the required sources so that productive system can be used efficiently and to ensure the delivery of product in time.

Total quality control

* **Demand management***

Forecasting

Operations management

**

*Question No: 35 (Marks: 1) - Please choose one***

*** *Which one of the following forecasting methods uses subjective inputs such as opinions from consumer surveys, sales staff, managers and experts?

Time series model

Least Square method

*** **Judgmental forecasting model*****

Associative forecasting model

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**

*Question No: 36 (Marks: 1) - Please choose one***

*** *Which of the following is a technique that averages a number of recent actual values that are updated as new values become available?

* **Simple moving average***

Weighted moving average

Linear trend equation

Exponential smoothing

**

*Question No: 37 (Marks: 1) - Please choose one***

*** *Which one of the following statements is TRUE about cost-volume relationship?

* **It represents the relationship between cost, revenue and volume of output.***

It represents the relationship between cost and volume of output.

It represents the relationship between cost and revenue.

It represents the relationship between inputs, cost and volume of output.

**

*Question No: 38 (Marks: 1) - Please choose one***

*** *Which one of the following statements represents use of cost-volume analysis?

* **It is a tool for reliability measurement***

It provides a base for marketing research

It helps in comparing capacity alternatives

It is important in product design

**

*Question No: 39 (Marks: 1) - Please choose one***

*** ***

Which one of the following best describes the cellular layout?

It groups machines into departments to process items having similar processing requirements.

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* **It groups machines into small assembly lines that produce families of parts.***

It allows production of larger lots by reducing set-up time.

It encourages the use of large, efficient machinery.

**

*Question No: 40 (Marks: 1) - Please choose one***

*** *Transportation method helps in solving which of the following problems?

* **Facility location problems*****

Allocation of cost problems

Workforce management problems

Unfamiliar laws and regulations problems

**

*Question No: 41 (Marks: 5) ***

*** **ABC Corporation has planned to purchase a new machine. Total annual fixed cost is Rs. 15,000: variable cost is Rs. 5 per unit and revenue is Rs. 7 per unit. ***

- What would be the break even point?
- What would be the breakeven point if variable cost gets increased by 10%, revenue decreased by 10% and fixed remains same?

*Solution***

$$Q = fc/r - vc$$

$$= 15000/7.5$$

$$= 7500 \text{ units}$$

b)

$$fc/r - vc$$

$$= 15000/7 - 0.7 - (5 + 0.5)$$

$$= 15000/6.3 - 5.5$$

$$= 15000/0.8$$

$$= 18750 \text{ units}$$

**

*Question No: 42 (Marks: 5) ***

*** **What is demand management. Explain its various factors?***

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Demand management is a process by which we can find how much demand is required in future. By this we can forecast demand for the specific time.

There are the following components of Demand.

1 Average demand for a period of time

2 Trends

3 Seasonal elements

4 Cyclical elements

5 Random variations

6 Autocorrelation

Virtual aliens bad mein mela

MIDTERM EXAMINATION

Fall 2009

MGT613- Production / Operations Management (Session - 4)

Question No: 1 (Marks: 1) - Please choose one

Within the operations function, which one of the following is a long-term management decision?

Control decision

Non-operational decision

Strategic decision

Tactical decision

Question No: 2 (Marks: 1) - Please choose one

The management of systems or processes that creates goods and provides services is known as:

Operation Management

Operation/production Management

Operation/Research Management

Production/Research Management

Question No: 3 (Marks: 1) - Please choose one

Which one of the following forms of productivity is expressed as dollar value of output per kilowatt hour?

Machine

Capital

Energy

Labor

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Question No: 4 (Marks: 1) - Please choose one

Which of the following is NOT usually considered a general characteristic of a service?

Production and sales cannot easily be separated functionally

Many services involve both tangible and intangible outputs

Production and consumption can always be separated

Degree of customer contact is high

Question No: 5 (Marks: 1) - Please choose one

All of the following are the decision areas of an operations manager EXCEPT:

Inventory management

Scheduling tasks

Supply chain management

Financial reporting

Question No: 6 (Marks: 1) - Please choose one

Which of the following refers to the essential elements of operations strategy?

Policies, tactics and objectives

Plans, strategies and vision

Mission, goals and plans

Mission, policies and distinctive competencies

Question No: 7 (Marks: 1) - Please choose one

Which one of the following correctly explains the qualitative forecasting technique?

It consists mainly of numerical descriptions and defies subjective inputs of managers.

It consists mainly of subjective inputs and defies particular numerical descriptions.

It consists mainly of subjective inputs and defies human factor, personal opinions.

It consists mainly of analyzing objective and hard data and defies human factor, opinion.

Question No: 8 (Marks: 1) - Please choose one

All of the following are examples of quantitative forecasting EXCEPT:

Delphi method

Time series analysis

Associative models

Naïve forecasting

Question No: 9 (Marks: 1) - Please choose one

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Which one of the following factors provides a basis for comparing alternative forecasting techniques?

Time dimension

Reliability factor

Degree of accuracy

Measuring units

Question No: 10 (Marks: 1) - Please choose one

Which of the following approaches favors adopting a “go for it” strategy?

Maximin

Maximax

Minimax regret

Laplace

Question No: 11 (Marks: 1) - Please choose one

Which one of the following is an outcome of Maximax?

The best of the worst possible payoff

The best possible payoff

The best average payoff

The least of the worst regrets

Question No: 12 (Marks: 1) - Please choose one

Given the table:

Alternatives Possible future demand

Low (Rs.) High (Rs.)

Small facility 10,000 8,000

Medium facility 12,000 20,000

Large facility 18,000 15,000

Which one of the following is the correct payoff under MAXIMAX approach?

Rs. 10,000

Rs. 18,000

Rs. 20,000

Rs. 32,000

Question No: 13 (Marks: 1) - Please choose one

Given the table:

Alternatives Possible future demand

Low (Rs.) High (Rs.)

Small facility 10,000 8,000

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Medium facility 12,000 20,000

Large facility 18,000 15,000

Which one of the following is the correct payoff under MINIMAX regret approach?

Rs. 12,000

Rs. 6,000

Rs. 5,000

Rs. 16,000

Question No: 14 (Marks: 1) - Please choose one

Which one of the following is NOT a step of decision making process?

Develop alternatives

Monitor results

Consider risk averseness strategies

Specify criteria for decision

Question No: 15 (Marks: 1) - Please choose one

Effective capacity is influenced by all of the following factors EXCEPT:

Facilities

Product mix

Processes

Operations

Question No: 16 (Marks: 1) - Please choose one

Which one of the following refers to the volume of output at which total cost equals total revenue?

Optimal operating rate

Break even point

Feasible volume

Utilization

Question No: 17 (Marks: 1) - Please choose one

Assembly lines relate most closely to a:

Functional layout

Product layout

Process layout

Departmental layout

Question No: 18 (Marks: 1) - Please choose one

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Which one of the following statements is NOT correct about cycle time?

It represents daily operating time divided by desired production

It is the maximum allowable time at each work station

It determines the time often items take to roll off in assembly line

It is the time required to complete a product from start to finish

Question No: 19 (Marks: 1) - Please choose one

Which one of the following layout types is associated with car assembly?

Fixed position layout

Process layout

Product layout

Hybrid layout

Question No: 20 (Marks: 1) - Please choose one

Which method of forecasting is most widely used?

Regression analysis

Adaptive forecasting

Weighted moving average

Exponential smoothing

Question No: 21 (Marks: 1) - Please choose one

Which one of the following is an application of simple exponential smoothing?

Establishing durability

Finding reliability

Scheduling services

Quality improvement

Question No: 22 (Marks: 1) - Please choose one

Which one of the following refers to a design that takes into account organization's operational capabilities, when designing a product?

Design for assembly

Design for manufacturing

Design for recycling

Design for disassembly

Question No: 23 (Marks: 1) - Please choose one

Which one of the following is correct about the range of availability on a measuring index?

0.1 to 1.0

0 to 1.0

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0.5 to 1.0

0.01 to 1.0

Question No: 24 (Marks: 1) - Please choose one

Which one of the following refers to the length of time needed to complete a job?

Work sampling methods

Work measurement

Job design

Methods analysis

Question No: 25 (Marks: 1) - Please choose one

CPFR stands for which of the following?

Collaborative Promotion, Forecasting, and Replenishment

Collaborative Planning, Forecasting, and Reactivity

Co-operative Planning, Function, and Replenishment

Collaborative Planning, Forecasting, and Replenishment

Question No: 26 (Marks: 1) - Please choose one

Which one of the following is NOT a business application of forecasting?

Budgeting

Capacity planning

Inventory management

Quality control

Question No: 27 (Marks: 1) - Please choose one

Which one of the following factors makes a forecast LESS perfect?

Randomness

Non serious attitude

Non availability of data

Un qualified personnel

Question No: 28 (Marks: 1) - Please choose one

Which one of the following statements is true about Occupational Safety Hygiene

Administration (OSHA)?

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To safeguard against potential hazards

To develop cost effective processes

To implement legal standards

To carry out implication of manufacturability and fitness

Question No: 29 (Marks: 1) - Please choose one

Which of the following is the primary input in capacity planning?

Supply chain capabilities

Competitors' strengths

Demand forecasts

Overall cost estimates

Question No: 30 (Marks: 1) - Please choose one

The type of processing structure that is used to produce gasoline, chemicals, and steel is known as.

Job Shop

Batch

Assembly Line

Continuous Flow

Question No: 31 (Marks: 1) - Please choose one

Which one of the following is TRUE about work sampling?

It describes individual human motions that are used in a job task

It involves determining the length of time it will take to undertake a particular task

It involves determining the amount of time a worker spends on various activities

It provides standard times for micro motions such as reach, move and release

Question No: 32 (Marks: 1) - Please choose one

Which of the following best describes the concept of the value chain?

The step-wise increases in product prices as raw materials are turned into goods/services

Adding financial value to an organization through the acquisition of other firms

A sequence of activities that involve movement of materials in a production facility

All steps in the transformation process that add value even if they don't come from

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manufacturing

Question No: 33 (Marks: 1) - Please choose one

Which of the following is NOT an attribute to classify services?

Tangibility

Perishability

Simultaneity

Courtesy

Question No: 34 (Marks: 1) - Please choose one

Which of the following is a characteristic of linear regression?

It is superior to a moving average

It is a causal forecasting model

It compensates for both trend and seasonal variations in demand

It is superior to an exponential smoothing

Question No: 35 (Marks: 1) - Please choose one

Which one of the following forecasting methods uses subjective inputs such as opinions from consumer surveys, sales staff, managers and experts?

Time series model

Least Square method

Judgmental forecasting model

Associative forecasting model

Question No: 36 (Marks: 1) - Please choose one

Which one of the following forecast shows wavelike variations lasting more than one year that often related to political, economic and even agricultural conditions?

Seasonal

Trend

Nonlinear trend

Cyclical

Question No: 37 (Marks: 1) - Please choose one

Which one of the following refers to bringing together engineering design and manufacturing personnel early in the design phase.

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Reverse engineering

Concurrent engineering

Manufacturability

Serviceability

Question No: 38 (Marks: 1) - Please choose one

Which one of the following describes "the difference between designed and utilized capacity"?

Design capacity

Effective capacity

Buffer capacity

Utilization rate

Question No: 39 (Marks: 1) - Please choose one

Which one of the following statements represents use of cost-volume analysis?

It is a tool for reliability measurement

It provides a base for marketing research

It helps in comparing capacity alternatives

It is important in product design

Question No: 40 (Marks: 1) - Please choose one

Which one of the following best describes the cellular layout?

It groups machines into departments to process items having similar processing requirements.

It groups machines into small assembly lines that produce families of parts.

It allows production of larger lots by reducing set-up time.

It encourages the use of large, efficient machinery.

Question No: 41 (Marks: 5)

How services contribute to the growth of economy? Give examples.

Question No: 42 (Marks: 5)

Which process system would you suggest for the following business/industry?

French restaurants

Heavy equipment

Sugar refinery

Automobile assembly

Commercial printer

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Question No: 1 (Marks: 1) - Please choose one

Which one of the following forms of productivity is expressed as dollar value of output per kilowatt hour?

Machine

Capital

Energy

Labor

Question No: 2 (Marks: 1) - Please choose one

What would be the productivity if a machine produced 50 units in 3 hours?

0.066 units per hr

16.66 units per hr

6.766 units per hr

60.66 units per hr

Question No: 3 (Marks: 1) - Please choose one

All of the following are the decision areas of an operations manager EXCEPT:

Inventory management

Scheduling tasks

Supply chain management

Financial reporting

Question No: 4 (Marks: 1) - Please choose one

Which of the following statements describes an order-qualifier characteristic?

A competitive dimension used to make final decision among competitors

A factor which directly and significantly contribute to winning business

A factor which increases the profitability of the organization

A factor perceived as a minimum standard as a potential for purchase

Question No: 5 (Marks: 1) - Please choose one

To make operations strategy effective it should be:

Independent of the organization's strategy

Consistent with the organization's strategy

Developed by a first line manager

Independent of time dimension

Question No: 6 (Marks: 1) - Please choose one

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Which one of the following forecasting techniques uses explanatory variables to predict future demand?

Associative forecast

Time series forecast

Consumer survey

Executive opinion

Question No: 7 (Marks: 1) - Please choose one

Which one of the following involves completing a series of questionnaires each developed from the previous one, to achieve a consensus forecast?

Consumer surveys

Executive opinion

Time series forecast

Delphi method

Question No: 8 (Marks: 1) - Please choose one

Which one of the following is an implication of laplace approach of decision making?

The best of the worst possible payoff

The best possible payoff

The best average payoff

The least of the worst regrets

Question No: 9 (Marks: 1) - Please choose one

Given the table:

Alternatives Possible future demand

Low (Rs.) High (Rs.)

Small facility 10,000 8,000

Medium facility 12,000 20,000

Large facility 18,000 15,000

Which one of the following is the correct payoff under LAPLACE approach?

Rs. 9,000

Rs. 16,000

Rs. 33,000

Rs. 16,500

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Question No: 10 (Marks: 1) - Please choose one

Which one of the following is a limitation of a moving average having a trend?

The forecast lags behind the actual

The forecast represents demand more accurately

The forecast will not be accurate

The forecast will not be reliable

Question No: 11 (Marks: 1) - Please choose one

As an operations manager you have collected data about the demand of certain

product "P" over time "t". The data shows short-term fairly regular variations over
the time period "t". Which one of the following is correctly explaining the behavior of
the data?

Cycle

Random variation

Seasonality

Trend

Question No: 12 (Marks: 1) - Please choose one

Effective capacity is influenced by all of the following factors EXCEPT:

Facilities

Product mix

Processes

Operations

Question No: 13 (Marks: 1) - Please choose one

Which one of the following is concerned with short term capacity needs?

Cycle

Trends

Seasonality

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Average

Question No: 14 (Marks: 1) - Please choose one

Which one of the following stages of product life cycle relates to more predictable behavior in terms of capacity requirements?

Introduction

Growth

Maturity

Decline

Question No: 15 (Marks: 1) - Please choose one

Which one of the following is a characteristic of continuous process?

High lead times

Short process times

The ability to handle high variety

The ability to handle high volumes

Question No: 16 (Marks: 1) - Please choose one

Which one of the following is an example of business that uses job shop process structure?

French restaurants

Heavy equipment

Sugar refinery

Automobile assembly

Question No: 17 (Marks: 1) - Please choose one

Which of the following is an example of a business that uses assembly line process structure?

Automobile assembly

Sugar refinery

Heavy equipment

French restaurants

Question No: 18 (Marks: 1) - Please choose one

Which one of the following layout types is associated with car assembly?

Fixed position layout

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Process layout

Product layout

Hybrid layout

Question No: 19 (Marks: 1) - Please choose one

What would be the required cycle time for a process that operates 9 hours daily with a desired output of 300 units per day?

0.03 minutes

1.8 minutes

2700 minutes

291 minutes

Question No: 20 (Marks: 1) - Please choose one

What would be the output capacity if an assembly line operates for 7 hours per day with a cycle time of 2.0 minutes?

210 units per day

3.5 units per day

0.004 units per day

14 units per day

Question No: 21 (Marks: 1) - Please choose one

Which of the following probability distribution is used most extensively in dealing with forecasting errors?

Normal

Exponential

Beta

Pareto

Question No: 22 (Marks: 1) - Please choose one

Which of the following factors are considered in product and service design?

Customer satisfaction, quality, and improvement costs

Employee motivation, quality, and production costs

Customer satisfaction, flexibility, and production costs

Customer satisfaction, quality, and production costs

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Question No: 23 (Marks: 1) - Please choose one

Which one of the following is the most significant disadvantage of standardization?

Reduced design costs

Interchangeable parts

Reduced variety

Customized parts

Question No: 24 (Marks: 1) - Please choose one

Which one of the following is the final stage of product life cycle?

Growth

Decline

Maturity

Planning

Question No: 25 (Marks: 1) - Please choose one

Which one of the following refers to using some of the components of old products in the manufacturing of new products?

Manufacturability

Remanufacturing

Robust design

Automation

Question No: 26 (Marks: 1) - Please choose one

What would be the availability if a carpenter is expected to be able to operate for 350 hours between repairs, and the mean repair time is expected to be 3 hours?

0.99

1.0

3.0

7.03

Question No: 27 (Marks: 1) - Please choose one

The advantages of specialization to management include all of the following EXCEPT:

Rapid training of the workforce

Ease in recruiting new workers

Fewer turnovers

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Less boredom for workers

Question No: 28 (Marks: 1) - Please choose one

Which one of the following management functions is based on forecasting?

Planning

Organizing

Leading

Controlling

Question No: 29 (Marks: 1) - Please choose one

Which one of the following location strategies is favored by automobile manufacturers?

Product plant strategy

Process plant strategy

Market area plant strategy

Cost conservation strategy

Question No: 30 (Marks: 1) - Please choose one

Which one of the following is TRUE about the importance of capacity planning?

It is profitable

It increase the capacity of productive unit

It helps managers quantify production capability

It establishes good relationship with the customer

Question No: 31 (Marks: 1) - Please choose one

Which one of the following is TRUE about work sampling?

It describes individual human motions that are used in a job task

It involves determining the length of time it will take to undertake a particular task

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It involves determining the amount of time a worker spends on various activities

It provides standard times for micro motions such as reach, move and release

Question No: 32 (Marks: 1) - Please choose one

An organization has described its distinctive characteristics. Now what is its next step in strategy formulation process?

Competitor's distinctiveness

Selecting the market segment

Environmental scanning

Testing Prototype

Question No: 33 (Marks: 1) - Please choose one

All of the following are examples of time based strategies EXCEPT:

Products /service design time

Processing time

Response time for complaints

Response time for innovation

Question No: 34 (Marks: 1) - Please choose one

Forecasting for groups tend to be more accurate than forecasting for individual items

because:

A group is composed of a number of items

A group exhibits a uniform behavior

A group cancels the forecasting errors among items

A group behavior is relatively less uncertain

Question No: 35 (Marks: 1) - Please choose one

Which one of the following represents the series of a time forecast?

Averaging, cycle, seasonality, random variations

Trend, seasonality, exponential smoothing

Trend, cycle, seasonality, moving average

Trend, cycle, seasonality, random variations

Question No: 36 (Marks: 1) - Please choose one

Which one of the following is a possible disadvantage of a moving average forecast?

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The method is unable to forecast the demand accurately

The method is easy to compute and easy to understand

All the values in the average are weighted equally

The most recent values are given the more weightage

Question No: 37 (Marks: 1) - Please choose one

The major business function consisting of research and development, product design, manufacturing, marketing, distribution, and customer service refers to:

Value chain

Transformation process

Quality control

Life cycle

Question No: 38 (Marks: 1) - Please choose one

Which one of the following perspectives is the most obvious to be considered while evaluating alternatives for future capacity?

Social perspective

Political perspective

Economic perspective

Legal perspective

Question No: 39 (Marks: 1) - Please choose one

Which of the following layouts facilitates the handling of varied processing requirements?

Product layout

Process layout

Fixed-position layout

Hybrid/Combination layout

Question No: 40 (Marks: 1) - Please choose one

Which one of the following is the goal of work sampling?

Studying individual human motions that are used in a job task

Determining the length of time it will take to undertake a particular task

Determining the amount of time a worker spends on various activities

Specifying the content and methods to perform a job

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Question No: 41 (Marks: 5)

How would you reveal the usefulness of naive forecasts?

Question No: 42 (Marks: 5)

Suppose you are working as an operation manager in an automobile company. Your company wants to move its manufacturing plant from one location to other location.

What factors will affect the location decision according to your point of view?

Question No: 1 (Marks: 1) - Please choose one

Which ONE of the following statements correctly explains the role of operation's manager?

To coordinate the activities between marketing and finance department

To sustain, protect and project the company's long term strategies

To develop organizational strategy that reflects the operational strategy

To sustain, protect and project the company's operation/production side

Question No: 2 (Marks: 1) - Please choose one

What would be the productivity if a machine produced 50 units in 3 hours?

0.066 units per hr

16.66 units per hr

6.766 units per hr

60.66 units per hr

Question No: 3 (Marks: 1) - Please choose one

Which of the following is

NOT

a decision to be made by operations managers?

How much capacity is required to balance demand?

What should be the location and layout of a facility?

How to improve operational efficiency?

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Which market areas to manufacture the products for?

Question No: 4 (Marks: 1) - Please choose one

Which one of the following formulae can be used to compute value?

(Quality + Speed – Flexibility) / Cost

(Quality + Speed+ Flexibility) / Cost

(Quality + Speed - Cost) / Flexibility

(Quality + Speed+ Cost) / Flexibility

Question No: 5 (Marks: 1) - Please choose one

Which of the following statements describes an order-qualifier characteristic?

A competitive dimension used to make final decision among competitors

A factor which directly and significantly contribute to winning business

A factor which increases the profitability of the organization

A factor perceived as a minimum standard as a potential for purchase

Question No: 6 (Marks: 1) - Please choose one

Which one of the following correctly explains the qualitative forecasting technique?

It consists mainly of numerical descriptions and defies subjective inputs of managers.

It consists mainly of subjective inputs and defies particular numerical descriptions.

It consists mainly of subjective inputs and defies human factor, personal opinions.

It consists mainly of analyzing objective and hard data and defies human factor, opinion.

Question No: 7 (Marks: 1) - Please choose one

Which one of the following factors provides a basis for comparing alternative forecasting techniques?

Time dimension

Reliability factor

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Degree of accuracy

Measuring units

Question No: 8 (Marks: 1) - Please choose one

Given the table:

Alternatives Possible future demand

Low (Rs.) High (Rs.)

Small facility 10,000 8,000

Medium facility 12,000 20,000

Large facility 18,000 15,000

Which one of the following is the correct payoff under MINIMAX regret approach?

Rs. 12,000

Rs. 6,000

Rs. 5,000

Rs. 16,000

Question No: 9 (Marks: 1) - Please choose one

Which one of the following is a limitation of a moving average having a trend?

The forecast lags behind the actual

The forecast represents demand more accurately

The forecast will not be accurate

The forecast will not be reliable

Question No: 10 (Marks: 1) - Please choose one

What would be the utilization, if 40 cars are produced in a day with a design capacity of 60 cars per day?

67%

20%

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100%

150%

Question No: 11 (Marks: 1) - Please choose one

Which one of the following stages of product life cycle relates to more predictable behavior in terms of capacity requirements?

Introduction

Growth

Maturity

Decline

Question No: 12 (Marks: 1) - Please choose one

Which one of the following refers to the volume of output at which total cost equals total revenue?

Optimal operating rate

Break even point

Feasible volume

Utilization

Question No: 13 (Marks: 1) - Please choose one

ABC Corporation has planned to purchase a new machine. Total annual fixed cost is Rs. 10,000, variable cost is Rs. 5 per unit and revenue is Rs. 7 per unit. What would be the break even point?

833 units

2000 units

5000 units

1012 units

Question No: 14 (Marks: 1) - Please choose one

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Which one of the following is an example of business that uses job shop process structure?

French restaurants

Heavy equipment

Sugar refinery

Automobile assembly

Question No: 15 (Marks: 1) - Please choose one

Which of the following is

NOT

a characteristic of product layouts?

High material handling costs

Sequential arrangement of machines

Standardized output

Continuous production system

Question No: 16 (Marks: 1) - Please choose one

Which of the following layout types is associated with a supermarket?

Fixed position layout

Process layout

Product layout

Cellular layout

Question No: 17 (Marks: 1) - Please choose one

Which one of the following layout types is associated with car assembly?

Fixed position layout

Process layout

Product layout

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Hybrid layout

Question No: 18 (Marks: 1) - Please choose one

A self-service cafeteria is usually positioned as:

Process layout

Fixed position layout

Hybrid layout

Product layout

Question No: 19 (Marks: 1) - Please choose one

What would be the required cycle time for a process that operates 9 hours daily with a desired output of 300 units per day?

0.03 minutes

1.8 minutes

2700 minutes

291 minutes

Question No: 20 (Marks: 1) - Please choose one

Which method of forecasting is most widely used?

Regression analysis

Adaptive forecasting

Weighted moving average

Exponential smoothing

Question No: 21 (Marks: 1) - Please choose one

Which of the following forecasting technique is based on the assumption that past data is more indicative of the future than the most recent occurrences?

Naive forecast

Exponential smoothing

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Linear regression

Judgmental forecast

Question No: 22 (Marks: 1) - Please choose one

Which one of the following refers to a design that takes into account organization's operational capabilities, when designing a product?

Design for assembly

Design for manufacturing

Design for recycling

Design for disassembly

Question No: 23 (Marks: 1) - Please choose one

Which one of the following mathematical expressions can be used to compute availability?

$(MTBF) / (MTBF+MTR)$

$(MTBF) / (MTBF-MTR)$

$(MTR) / (MTBF+MTR)$

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Precision

Uncertainty

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The most recent values are given the more weightage

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Allocation of cost problems

Workforce management problems

Unfamiliar laws and regulations problems

Question No: 41 (Marks: 5)

Elaborate some advantages and disadvantages of concurrent engineering?

Question No: 42 (Marks: 5)

Given the table:

Alternatives Possible future demand

L o w

H i g h

(Rs.)

(Rs.)

Small facility 10,000 8,000

M e d i u m

12,000 20,000

facility

Large facility 18,000 15,000

Calculate Maximax, Laplace and Minimax regret?

Labels:

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17

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Question No: 1 (Marks: 1) - Please choose one

A market leader firm can expand the total market through:

Decreasing distribution of the product

Introducing the new usage of the product

Eliminating some features of product

Increasing cost

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Question No: 2 (Marks: 1) - Please choose one

The strategy which involves creating a product that is perceived as unique and should provide superior value for the customer is called:

Market segmentation strategy

Market dominance strategy

Differentiation strategy

Cost leadership strategy

Question No: 3 (Marks: 1) - Please choose one

Life insurance is an example of which of the following goods?

Convenience

Expected

Shopping

Unsought

Question No: 4 (Marks: 1) - Please choose one

Aggressive pricing is associated with which of the following stage of product life cycle?

Introduction

Growth

Maturity

Decline

Question No: 5 (Marks: 1) - Please choose one

Which of the following is NOT a common reason of decline in the product sales?

Consumer tastes change

Competition increases

Technology advances

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Increase in product demand

Question No: 6 (Marks: 1) - Please choose one

New product development process starts with which of the following stages?

Idea development

Idea screening

Research

Idea generation

Question No: 7 (Marks: 1) - Please choose one

Which of the following step involves determining the Compatibility of product idea with company objectives, needs, and resources on a general level?

Business analysis

Idea generation

Idea screening

Product development

Question No: 8 (Marks: 1) - Please choose one

Which come(s) under the category of new product?

New product lines

Product improvements

Cost reductions

All of the given options

Question No: 9 (Marks: 1) - Please choose one

Which of the following is the degree to which new product matches the values and experiences of the individuals in the community?

Innovation communicability

Innovation divisibility

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Innovation compatibility

Innovation complexity

Question No: 10 (Marks: 1) - Please choose one

Which of the following is less likely to damage reputations of a brand if a new product fails?

Brand extension branding

Individual branding

Overall family branding

Line family branding

Question No: 11 (Marks: 1) - Please choose one

Packaging used for the ice creams is an example of which of the following?

Decorative packaging

Transport packaging

Secondary packaging

Primary packaging

Question No: 12 (Marks: 1) - Please choose one

Which of the following is also known as dual branding?

Private brand

Multibrand

Co-brand

New brand

Question No: 13 (Marks: 1) - Please choose one

When two or more well known brands are combined in an offer it is called:

Private brand

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Multibrands

Co-brand

New brand

Question No: 14 (Marks: 1) - Please choose one

A company has different choices when it comes to developing brands. Which is not one of those choices?

Width and depth extension

Multibrands

Brand extension

Line extension

Question No: 15 (Marks: 1) - Please choose one

Which of the following is a brand created and owned by a large retailer of a product after purchasing in large quantity from manufacturer?

Co-brand

Private brand

Manufacturer's brand

Licensed brand

Question No: 16 (Marks: 1) - Please choose one

Tarang milk is an example of which of the following?

Corporate brand

Co-brand

Individual brand

Family brand

Question No: 17 (Marks: 1) - Please choose one

Which of the following marketing mix element generates revenue?

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Promotion

Price

Place

Product

Question No: 18 (Marks: 1) - Please choose one

Which of the following sets floor for the price that company can charge for its product?

Demand

Premium

Promotion

Cost

Question No: 19 (Marks: 1) - Please choose one

Which of the following is price reduction offered when an order is placed in slack/drooping period?

Cash discount

Trade discount

Quantity discount

Seasonal discount

Question No: 20 (Marks: 1) - Please choose one

Identify the other term used for the trade discounts.

Promotional discount

Functional discount

Quantity discount

Seasonal discount

Question No: 21 (Marks: 1) - Please choose one

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3/10 net 30 is an example of which of the following?

Seasonal discount

Trade discount

Quantity discount

Cash discount

Question No: 22 (Marks: 1) - Please choose one

The buyer at ABC Furniture Store is informed that if he/she will increase his/her recent order of fifteen mattress sets to twenty, she will receive a 14 percent price reduction. This offer is due to a recent overstock condition at the factory and will not be available in the future. What is the type of discount offered by ABC Furniture store?

Trade

Seasonal

Non-cumulative

Promotional

Question No: 23 (Marks: 1) - Please choose one

Which of the following best describes 3/10 net 40 ROG?

The buyer must pay within 10 days of receipt of goods but will receive 3% discount if paid in 10 days

The buyer must pay within 3 days of receipt of goods but will receive 10% discount if paid in 40 days

The buyer must pay within 10 days of receipt of goods but will receive 3% discount if paid in 40 days

The buyer must pay within 40 days of receipt of goods but will receive 3% discount if paid in 10 days

Question No: 24 (Marks: 1) - Please choose one

A company is providing warehousing facility to its channel members. The company is using which of the following?

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Seasonal discount

Trade discount

Quantity discount

Cash discount

Question No: 25 (Marks: 1) - Please choose one

Market-penetration pricing will likely to be used most in selling which of the following items?

Specialty

Convenience

Unsought

Pharmaceuticals

Question No: 26 (Marks: 1) - Please choose one

The price of which of the following is lower than the cost and is used to drag customers into a store where they are likely to buy other products.

Consumer promotion

Discounted product

On-sale item

Loss leader

Question No: 27 (Marks: 1) - Please choose one

To attract customers into stores, the store advertises its milk at a price less than cost, hoping that customers will purchase other groceries as well. Milk is acting as which of the following?

Premium item

On- sale item

Discounted item

Loss leader

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Question No: 28 (Marks: 1) - Please choose one

Many companies try to set a price that will maximize current profit. This strategy assumes that company has knowledge of its:

Cost and production function

Revenue and cost function

Demand and market function

Demand and cost function

Question No: 29 (Marks: 1) - Please choose one

Which of the following markets require developing a superior product and packaging along with continuous advertising?

Consumer markets

Business markets

Global markets

Non profit/government markets

Question No: 30 (Marks: 1) - Please choose one

A lot of time is required in establishing great brand image to be successful in:

Global Product marketing

Consumer Product marketing

Governmental marketing

Domestic product marketing

Question No: 31 (Marks: 1) - Please choose one

Which of the following 4Ps of marketing mix involves in decisions regarding channels coverage, assortments, locations, inventories or transports?

Product

Price

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Place

Promotion

Question No: 32 (Marks: 1) - Please choose one

The Cargo business covers which of the following decisions under the marketing mix strategy?

Product

Price

Placement

Promotional

Question No: 33 (Marks: 1) - Please choose one

Customer cost will be considered as which of the following Ps of marketing mix?

Product

Price

Place

Promotion

Question No: 34 (Marks: 1) - Please choose one

Which of the following is about managing strategically the customer's entire experience with the product and company?

Customer experience management

Customer retention management

Customer life-time value management

Customer relationship management

Question No: 35 (Marks: 1) - Please choose one

The loyalty marketing focuses on establishing long term relationship between:

Company and retailer

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Retailer and customer

Retailer and consumer

Company and customer

Question No: 36 (Marks: 1) - Please choose one

When need is directed towards a specific object it is called:

Actual need

Want

Demand

Satisfaction

Question No: 37 (Marks: 1) - Please choose one

All are the expression of marketing concept EXCEPT:

Meeting needs profitably

Find wants and fill them

Sell what is produced

Love the customer, not the product

Question No: 38 (Marks: 1) - Please choose one

Order processing decisions are related to which of the following?

Product

Price

Distribution

Promotion

Question No: 39 (Marks: 1) - Please choose one

Which of the following is NOT an aggressiveness strategy?

Harvesting

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Question No: 4 (Marks: 1) - Please choose one

Which one of the following formulae can be used to compute value?

(Quality + Speed – Flexibility) / Cost

(Quality + Speed+ Flexibility) / Cost

(Quality + Speed - Cost) / Flexibility

(Quality + Speed+ Cost) / Flexibility

Question No: 5 (Marks: 1) - Please choose one

Which of the following statements describes an order-qualifier characteristic?

A competitive dimension used to make final decision among competitors

A factor which directly and significantly contribute to winning business

A factor which increases the profitability of the organization

A factor perceived as a minimum standard as a potential for purchase

Question No: 6 (Marks: 1) - Please choose one

Which one of the following correctly explains the qualitative forecasting technique?

It consists mainly of numerical descriptions and defies subjective inputs of managers.

It consists mainly of subjective inputs and defies particular numerical descriptions.

It consists mainly of subjective inputs and defies human factor, personal opinions.

It consists mainly of analyzing objective and hard data and defies human factor, opinion.

Question No: 7 (Marks: 1) - Please choose one

Which one of the following factors provides a basis for comparing alternative forecasting techniques?

Time dimension

Reliability factor

Degree of accuracy

Measuring units

Question No: 8 (Marks: 1) - Please choose one

Given the table:

Alternatives Possible future demand

Low (Rs.) High (Rs.)

Small facility 10,000 8,000

Medium facility 12,000 20,000

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Large facility 18,000 15,000

Which one of the following is the correct payoff under MINIMAX regret approach?

Rs. 12,000

Rs. 6,000

Rs. 5,000

Rs. 16,000

Question No: 9 (Marks: 1) - Please choose one

Which one of the following is a limitation of a moving average having a trend?

The forecast lags behind the actual

The forecast represents demand more accurately

The forecast will not be accurate

The forecast will not be reliable

Question No: 10 (Marks: 1) - Please choose one

What would be the utilization, if 40 cars are produced in a day with a design capacity of 60 cars per day?

67%

20%

100%

150%

Question No: 11 (Marks: 1) - Please choose one

Which one of the following stages of product life cycle relates to more predictable behavior in terms of capacity requirements?

Introduction

Growth

Maturity

Decline

Question No: 12 (Marks: 1) - Please choose one

Which one of the following refers to the volume of output at which total cost equals total revenue?

Optimal operating rate

Break even point

Feasible volume

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Process layout

Product layout

Hybrid layout

Question No: 18 (Marks: 1) - Please choose one

A self-service cafeteria is usually positioned as:

Process layout

Fixed position layout

Hybrid layout

Product layout

Question No: 19 (Marks: 1) - Please choose one

What would be the required cycle time for a process that operates 9 hours daily with a desired output of 300 units per day?

0.03 minutes

1.8 minutes

2700 minutes

291 minutes

Question No: 20 (Marks: 1) - Please choose one

Which method of forecasting is most widely used?

Regression analysis

Adaptive forecasting

Weighted moving average

Exponential smoothing

Question No: 21 (Marks: 1) - Please choose one

Which of the following forecasting technique is based on the assumption that past data is more indicative of the future than the most recent occurrences?

Naive forecast

Exponential smoothing

Linear regression

Judgmental forecast

Question No: 22 (Marks: 1) - Please choose one

Which one of the following refers to a design that takes into account organization's operational capabilities, when designing a product?

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Design for assembly

Design for manufacturing

Design for recycling

Design for disassembly

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Which one of the following mathematical expressions can be used to compute availability?

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L o w

H i g h

(Rs.)

(Rs.)

Small facility 10,000 8,000

M e d i u m

12,000 20,000

facility

Large facility 18,000 15,000

Calculate Maximax, Laplace and Minimax regret?

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Almost 700 quiz in one file

Question # 1 of 15 (Start time: 12:54:05 AM) Total Marks: 1

Which of the following favors adopting a “go for it” strategy?

Select correct option:

Maximin

Maximax

Minimax regret

Laplace

Question # 2 of 15 (Start time: 12:54:37 AM) Total Marks: 1



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Which one the following formula or function can be used to measure the performance?

Select correct option:

Flexibility + profit + operations

Work + profit + value

Quality + speed + flexibility

Profit + Incentives + standards

Question # 3 of 15 (Start time: 12:55:09 AM) Total Marks: 1

All of the following are examples of transformation process EXCEPT:

Select correct option:

Cutting

Packing



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Almost 700 quiz

Facilitating

Lab eling

Question # 4 of 15 (Start time: 12:55:48 AM) Total Marks: 1

The main constituents of the Quantitative methods of forecasting are?

Select correct option:

Sales force composite

Panel of executive opinion

Consumer market survey

Exponential smoothing

Question # 5 of 15 (Start time: 12:56:23 AM) Total Marks: 1

As a manager, you have defined the purpose of the forecasts. What should be the next step in forecasting process?

Select correct option:

Choose a forecasting technique.

Determine the purpose of the forecast.

Set up a time horizon or a time limit

Collect and analyze the appropriate data.

Question # 6 of 15 (Start time: 12:56:53 AM) Total Marks: 1

Four important pillars capital, quality, _____ and technology. are responsible for positively as well as negatively affecting on the Productivity of the organization.

Select correct option:

Customers

Process



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Almost 700 quiz

System

Management

Question # 7 of 15 (Start time: 12:57:48 AM) Total Marks: 1

“Business forecasting is only used for predicting demand”. This statement is

Select correct option:

Totally right

Totally wrong

Partially right

None of the above

Question # 8 of 15 (Start time: 12:58:29 AM) Total Marks: 1

Which one of the following forecasts is quick and easy to prepare?

Select correct option:

Time series

Delphi

Naïve

Associative

Question # 9 of 15 (Start time: 12:59:11 AM) Total Marks: 1

Which one of the following formulas can be used to compute value?

Select correct option:

(Quality + Speed – Flexibility) / Cost

(Quality + Speed+ Flexibility) / Cost

(Quality + Speed - Cost) / Flexibility

(Quality + Speed+ Cost) / Flexibility

Question # 10 of 15 (Start time: 01:00:07 AM) Total Marks: 1

Which of the following statements is TRUE about production system?



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Select correct option:

A user of resources to transform inputs into some desired outputs

Enhancing value added services

Only desired output in the form of products or manufactured goods

Making efficient use of Internet technology

Question # 11 of 15 (Start time: 01:00:59 AM) Total Marks: 1

As the time horizon increases the accuracy of the forecast:

Select correct option:

Decreases

Increases

Is not affected with time horizon

None of the above

Question # 12 of 15 (Start time: 01:01:33 AM) Total Marks: 1

The forecasting model that attempts to predict the future value based on the past data is known as:

Select correct option:

Delphi Method

Time series Analysis

Associative Models

Naïve Forecasting

Question # 13 of 15 (Start time: 01:02:25 AM) Total Marks: 1

Materials, land, energy and human and capital resources are the examples of:



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Select correct option:

Inputs

Transformation

Outputs

Productivity

Question # 14 of 15 (Start time: 01:02:54 AM) Total Marks: 1

Forecasting or prediction for organizations will always be:

Select correct option:

Failure

Success

Sometimes failure and sometimes success

Complex

Question # 15 of 15 (Start time: 01:04:04 AM) Total Marks: 1

All of the following are steps in forecasting process EXCEPT:

Select correct option:

Determine the purpose of the forecast

Establish a time horizon

Assigning weights to the criteria

Monitor the forecast

Question # 1 of 15 (Start time: 01:09:46 AM) Total Marks: 1

Suppose an operations manager is having a pessimistic approach of decision making under uncertain conditions.

What approach

he will follow for decision making?

Select correct option:



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Maximin

Maximax

Laplace

Non of the above

Question # 2 of 15 (Start time: 01:10:44 AM) Total Marks: 1

Which one of the following strategies specifies how the firm will employ its production capabilities to support its corporate strategy?

Select correct option:

Tactical

Operations

Manufacturing

Production

Question # 3 of 15 (Start time: 01:11:30 AM) Total Marks: 1

Organizational strategy is different from operations strategy because it is;

Select correct option:

Prepared by middle managers

Narrower in scope

Longer in time horizon

All of the above

Question # 4 of 15 (Start time: 01:12:52 AM) Total Marks: 1

The three major business functions necessary to all organizations are:

Select correct option:

Accounting, personnel, operations

Marketing, finance/accounting, operations

Marketing, accounting, personnel

Marketing, finance, operations



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Question # 5 of 15 (Start time: 01:21:30 AM) Total Marks: 1

In forecasting, planning the use of system relates to the _____ plans.

Select correct option:

Long term

Short term

Both long and short term

None of the above

Question # 6 of 15 (Start time: 01:22:33 AM) Total Marks: 1

What are the ways to promote growth of an organization in terms of its output?

Select correct option:

Bring additional inputs into production

Increase productivity

Both A & B

Non of the above

Question # 7 of 15 (Start time: 01:24:02 AM) Total Marks: 1

Which of the following is the main source of a poor decision making by the managers?

Select correct option:

Failure to check their facts

Failure to plan for unexpected events

Failure to connect the problem to the overall strategy

All of the above

Question # 8 of 15 (Start time: 01:25:09 AM) Total Marks: 1

As a manager, you have defined the purpose of the forecasts. What should be the next step in forecasting process?

Select correct option:



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Choose a forecasting technique.

Determine the purpose of the forecast.

Set up a time horizon or a time limit

Collect and analyze the appropriate data.

Question # 9 of 15 (Start time: 01:25:31 AM) Total Marks: 1

Which one of the following formulae can be used to compute value?

Select correct option:

(Quality + Speed – Flexibility) / Cost

(Quality + Speed+ Flexibility) / Cost

(Quality + Speed - Cost) / Flexibility

(Quality + Speed+ Cost) / Flexibility

Question # 10 of 15 (Start time: 01:25:53 AM) Total Marks: 1

The concept of Agile organization refers to:

Select correct option:

Flexibility

Quality

Quick Response

Profitability

Question # 11 of 15 (Start time: 01:26:48 AM) Total Marks: 1

A tool to measure effective use of resources and usually expressed as the ratio of output to input is known as;

Select correct option:

Production ratio

Productivity

Reliability

Operations ratio



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Question # 12 of 15 (Start time: 01:28:03 AM) Total Marks: 1

Decision Tree is read from:

Select correct option:

Right to left

Left to right

Top to bottom

Bottom to top

Question # 13 of 15 (Start time: 01:28:32 AM) Total Marks: 1

Completion of any operations depends upon the slowest process in the assembly line. What operations managers need to do in order to be successful?

Select correct option:

Target and eliminate bottlenecks

Identify the bottlenecks

Make slowest process more slow

Non of the above

Question # 14 of 15 (Start time: 01:29:10 AM) Total Marks: 1

The main constituents of the Quantitative methods of forecasting are?

Select correct option:

Sales force composite

Panel of executive opinion

Consumer market survey

Exponential smoothing



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Question # 15 of 15 (Start time: 01:29:38 AM) Total Marks: 1

Which one of the following management functions is based on forecasting?

Select correct option:

Planning

Organizing

Leading

Controlling

Question # 1 of 15 (Start time: 01:37:22 AM) Total Marks: 1

Operations based strategy involves all activities except;

Select correct option:

Supply chain management

Quick response to customer needs

Flexibility and inventory management

Identifying customer wants and needs

Question # 2 of 15 (Start time: 01:38:22 AM) Total Marks: 1

Organizational strategies relate to which of the following sets of factors?

Select correct option:

Survival, profitability, growth rate and market share

Profitability, survival, lead times and target market

Quality, operating resources, growth rate and market share

Scheduling, profitability, lead times and survival

Question # 3 of 15 (Start time: 01:39:20 AM) Total Marks: 1

_____ means that the relevant parameters such as cost, capacity and demand have known values.

Select correct option:

Risk

Certainty



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Uncertainty

None of above

Question # 4 of 15 (Start time: 01:39:45 AM) Total Marks: 1

Which one of the following correctly explains the elements of a good forecast?

Select correct option:

Timely, having a purpose, accurate, written, reliable, meaningful

Timely, accurate, judgmental, correctness, verbal, simple to use

Timely, accurate, reliable, meaningful, written, simple to use

Timely, accurate, reliable, consistent, meaningful, written, simple to use

Question # 5 of 15 (Start time: 01:40:34 AM) Total Marks: 1

The systematic processing of data to yield information is a part of _____.

Select correct option:

Management science

Information sciences

Industrial engineering

Scientific management

Question # 6 of 15 (Start time: 01:41:58 AM) Total Marks: 1

Organizational strategy is different from operations strategy because it is;

Select correct option:

Prepared by middle managers

Narrower in scope

Longer in time horizon

All of the above

Question # 7 of 15 (Start time: 01:45:54 AM) Total Marks: 1



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Productivity ratios are used for planning workforce requirements, scheduling equipments and _____.

Select correct option:

Satisfying customers

Financial analysis

Management decisions

None of the above

Question # 8 of 15 (Start time: 01:46:33 AM) Total Marks: 1

A term strategy is referred to as

Select correct option:

The goal that is to be achieved

A functional area of the firm

An action plan to achieve a mission

The purpose for which an organization is established

Question # 9 of 15 (Start time: 01:47:09 AM) Total Marks: 1

The three major business functions necessary to all organizations are:

Select correct option:

Accounting, personnel, operations

Marketing, finance/accounting, operations

Marketing, accounting, personnel

Marketing, finance, operations

Question # 10 of 15 (Start time: 01:47:34 AM) Total Marks: 1

Following are all examples of distinctive competencies EXCEPT;

Select correct option:

Price



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Quality

Planning

Flexibility

Question # 11 of 15 (Start time: 01:48:51 AM) Total Marks: 1

Which of the following provide guidance and directions for carrying out operations?

Select correct option:

Tactics

Strategies

Policies

Mission

Question # 12 of 15 (Start time: 01:49:28 AM) Total Marks: 1

An organization has described its distinctive characteristics. So, what is the next step in formulating the strategy?

Select correct option:

Productivity Measures

Environmental scanning

Selecting the market segment

Competitor's distinctiveness

Question # 13 of 15 (Start time: 01:50:04 AM) Total Marks: 1

_____ allows the managers to anticipate the future so that they can plan accordingly.

Select correct option:

Planning

Controlling



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Forecasting

Organizing

Question # 14 of 15 (Start time: 01:50:35 AM) Total Marks: 1

The productivity measure output/ (labor + machine) will be named as:

Select correct option:

Partial measure

Multifactor measure

Total measure

None of the above

Question # 15 of 15 (Start time: 01:51:13 AM) Total Marks: 1

As a manager, you have defined the purpose of the forecasts. What should be the next step in forecasting process?

Select correct option:

Choose a forecasting technique.

Determine the purpose of the forecast.

Set up a time horizon or a time limit

Collect and analyze the appropriate data.

Question # 1 of 15 (Start time: 01:37:22 AM) Total Marks: 1

Operations based strategy involves all activities except;

Select correct option:

Supply chain management

Quick response to customer needs

Flexibility and inventory management

Identifying customer wants and needs



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Question # 2 of 15 (Start time: 01:38:22 AM) Total Marks: 1

Organizational strategies relate to which of the following sets of factors?

Select correct option:

Survival, profitability, growth rate and market share

Profitability, survival, lead times and target market

Quality, operating resources, growth rate and market share

Scheduling, profitability, lead times and survival

Question # 3 of 15 (Start time: 01:39:20 AM) Total Marks: 1

_____ means that the relevant parameters such as cost, capacity and demand have known values.

Select correct option:

Risk

Certainty

Uncertainty

None of above

Question # 4 of 15 (Start time: 01:39:45 AM) Total Marks: 1

Which one of the following correctly explains the elements of a good forecast?

Select correct option:

Timely, having a purpose, accurate, written, reliable, meaningful

Timely, accurate, judgmental, correctness, verbal, simple to use

Timely, accurate, reliable, meaningful, written, simple to use

Timely, accurate, reliable, consistent, meaningful, written, simple to use



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Question # 5 of 15 (Start time: 01:40:34 AM) Total Marks: 1

The systematic processing of data to yield information is a part of _____.

Select correct option:

Management science

Information sciences

Industrial engineering

Scientific management

Question # 6 of 15 (Start time: 01:41:58 AM) Total Marks: 1

Organizational strategy is different from operations strategy because it is;

Select correct option:

Prepared by middle managers

Narrower in scope

Longer in time horizon

All of the above

Question # 7 of 15 (Start time: 01:45:54 AM) Total Marks: 1

Productivity ratios are used for planning workforce requirements, scheduling equipments and _____.

Select correct option:

Satisfying customers

Financial analysis

Management decisions

None of the above



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Question # 8 of 15 (Start time: 01:46:33 AM) Total Marks: 1

A term strategy is referred to as

Select correct option:

The goal that is to be achieved

A functional area of the firm

An action plan to achieve a mission

The purpose for which an organization is established

Question # 9 of 15 (Start time: 01:47:09 AM) Total Marks: 1

The three major business functions necessary to all organizations are:

Select correct option:

Accounting, personnel, operations

Marketing, finance/accounting, operations

Marketing, accounting, personnel

Marketing, finance, operations

Question # 10 of 15 (Start time: 01:47:34 AM) Total Marks: 1

Following are all examples of distinctive competencies EXCEPT;

Select correct option:

Price

Quality

Planning

Flexibility

Question # 11 of 15 (Start time: 01:48:51 AM) Total Marks: 1

Which of the following provide guidance and directions for carrying out operations?



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Select correct option:

Tactics

Strategies

Policies

Mission

Question # 12 of 15 (Start time: 01:49:28 AM) Total Marks: 1

An organization has described its distinctive characteristics. So, what is the next step in formulating the strategy?

Select correct option:

Productivity Measures

Environmental scanning

Selecting the market segment

Competitor's distinctiveness

Question # 13 of 15 (Start time: 01:50:04 AM) Total Marks: 1

_____ allows the managers to anticipate the future so that they can plan accordingly.

Select correct option:

Planning

Controlling

Forecasting

Organizing

Question # 14 of 15 (Start time: 01:50:35 AM) Total Marks: 1

The productivity measure output/ (labor + machine) will be named as:



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Select correct option:

Partial measure

Multifactor measure

Total measure

None of the above

Question # 15 of 15 (Start time: 01:51:13 AM) Total Marks: 1

As a manager, you have defined the purpose of the forecasts. What should be the next step in forecasting process?

Select correct option:

Choose a forecasting technique.

Determine the purpose of the forecast.

Set up a time horizon or a time limit

Collect and analyze the appropriate data.

Question # 1 of 15 (Start time: 01:55:37 AM) Total Marks: 1

Decision Tree is read from:

Select correct option:

Right to left

Left to right

Top to bottom

Bottom to top

Question # 2 of 15 (Start time: 01:55:58 AM) Total Marks: 1

As a manager, you have defined the purpose of the forecasts. What should be the next step in forecasting process?



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Select correct option:

Choose a forecasting technique.

Determine the purpose of the forecast.

Set up a time horizon or a time limit

Collect and analyze the appropriate data.

Question # 3 of 15 (Start time: 01:56:18 AM) Total Marks: 1

Services differ from manufacturing in all the following ways EXCEPT:

Select correct option:

Customers typically interact directly with the service delivery process

Consumption and production take place simultaneously.

Services are intangible.

Services can be stored.

Question # 4 of 15 (Start time: 01:56:41 AM) Total Marks: 1

The concept of Agile organization refers to:

Select correct option:

Flexibility

Quality

Quick Response

Profitability

Question # 5 of 15 (Start time: 01:56:59 AM) Total Marks: 1

Which one the following formula or function can be used to measure the performance?

Select correct option:

Flexibility + profit+ operations



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Work + profit + value

Quality + speed + flexibility

Profit + Incentives + standards

Question # 6 of 15 (Start time: 01:57:24 AM) Total Marks: 1

A term strategy is referred to as

Select correct option:

The goal that is to be achieved

A functional area of the firm

An action plan to achieve a mission

The purpose for which an organization is established

Question # 1 of 15 (Start time: 03:18:02 AM) Total Marks: 1

Which one of the following is not a step of decision process:

Select correct option:

Specify objectives

Determine the product of chance probabilities

Analyze and select alternative

Implement and monitor the result

Question # 2 of 15 (Start time: 03:18:53 AM) Total Marks: 1

Collaborative Planning, Forecasting, and Replenishment (CPFR) a Web based tool used to coordinate demand forecasting,

and inventory replenishment between supply chain trading partners.

Select correct option:



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Production and purchase planning

Demand and supply planning

Quantitative forecasting

Demand management

Question # 3 of 15 (Start time: 03:19:40 AM) Total Marks: 1

Forecasting or prediction for organizations will always be:

Select correct option:

Failure

Success

Sometimes failure and sometimes success

Complex

Question # 4 of 15 (Start time: 03:21:27 AM) Total Marks: 1

In operations management the time required to react appropriately to a competitor's strategies or technology up gradation is called:

Select correct option:

Processing time

Changeover time

Response Time

Planning time

Question # 5 of 15 (Start time: 03:21:54 AM) Total Marks: 1

Which of the following favors adopting a "go for it" strategy?

Select correct option:

Maximin



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Maxima x

Minimax regret

Laplace

Question # 6 of 15 (Start time: 03:22:19 AM) Total Marks: 1

Which ONE of the following forms a bridge between two islands of Engineering and Management?

Select correct option:

Production Engineering

Operations Management

Industrial Management

Operations Engineering

Question # 7 of 15 (Start time: 03:23:02 AM) Total Marks: 1

Which one of the following is used to generate consensus forecast?

Select correct option:

Delphi method

Time series method

Exponential smoothing

Associative model

Question # 8 of 15 (Start time: 03:23:41 AM) Total Marks: 1

Increases in productivity are difficult to achieve if one of the following situation occurs

Select correct option:

The task is more intellectual and personal



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The task is more quantitative and repetitive

The task is more physical and tangible

The task is more good-producing and standardized

Question # 9 of 15 (Start time: 03:24:31 AM) Total Marks: 1

The companies that are competing on cost, their chance to gain the competitive advantage over their competitors is:

Select correct option:

Based on flexibility

Based on uniqueness of their products

Based on reliability of scheduling

Based upon low cost leadership

Question # 10 of 15 (Start time: 03:25:03 AM) Total Marks: 1

Which one of the following forecasting techniques is quick and easy to prepare?

Select correct option:

Time series

Delphi

Naïve

Associative

Question # 11 of 15 (Start time: 03:26:04 AM) Total Marks: 1

Which of the following forecasting techniques induce personal bias in a forecast?

Select correct option:

Qualitative

Quantitative

Associative

Trend forecast



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Question # 12 of 15 (Start time: 03:26:57 AM) Total Marks: 1

Forecasting accuracy has _____ relation with time horizon.

Select correct option:

Inverse

Linear

Direct

Parallel

Question # 13 of 15 (Start time: 03:27:35 AM) Total Marks: 1

Which one of the following forms of productivity has units of output per dollar input?

Select correct option:

Capital

Energy

Labour

Machine

Question # 14 of 15 (Start time: 03:28:07 AM) Total Marks: 1

Productivity ratios are used for planning workforce requirements, scheduling equipments and _____.

Select correct option:

Satisfying customers

Financial analysis

Management decisions

None of the above

Question # 15 of 15 (Start time: 03:29:06 AM) Total Marks: 1



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Which one of the following strategies specifies how the firm will employ its production capabilities to support its corporate strategy?

Select correct option:

Tactical

Operations

Manufacturing

Production

Question # 1 of 15 (Start time: 03:31:04 AM) Total Marks: 1

Characteristics like taste, feel, ex pertise, image or reputation relates to -----.

Select correct option:

Subjective inputs

Objective inputs

Quantitative technique

None of the given options

Question # 2 of 15 (Start time: 03:32:27 AM) Total Marks: 1

The systematic processing of data to yield information is a part of _____.

Select correct option:

Management science

Information sciences

Industrial engineering

Scientific management

Question # 3 of 15 (Start time: 03:33:16 AM) Total Marks: 1

“Business forecasting is only used for predicting demand”. This statement is

Select correct option:



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Totally right

Totally wrong

Partially right

None of the above

Question # 4 of 15 (Start time: 03:33:36 AM) Total Marks: 1

Which one of the following is an outcome of Maximin criterion?

Select correct option:

The best of the worst possible payoff

The best possible payoff

The best average payoff

The least of the worst regrets

Question # 5 of 15 (Start time: 03:34:46 AM) Total Marks: 1

All of the following are examples of transformation process EXCEPT:

Select correct option:

Cutting

Packing

Facilitating

Lab eling

Question # 6 of 15 (Start time: 03:35:09 AM) Total Marks: 1

The concept of Agile organization refers to:

Select correct option:

Flexibility

Quality

Quick Response



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Profitability

Question # 7 of 15 (Start time: 03:35:28 AM) Total Marks: 1

The industrial revolution came into;

Select correct option:

1770

1920

1911

1815

Question # 8 of 15 (Start time: 03:35:45 AM) Total Marks: 1

The operational strategy must be in line with the:

Select correct option:

Department goals

Organizational goals

Management goals

None of the above

Question # 9 of 15 (Start time: 03:36:34 AM) Total Marks: 1

Which one of the following is used to generate consensus forecast?

Select correct option:

Delphi method

Time series method

Exponential smoothing

Associative model

Question # 10 of 15 (Start time: 03:36:52 AM) Total Marks: 1



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Which one of the following is NOT a business application of forecasting?

Select correct option:

Budgeting

Capacity planning

Inventory management

Quality control

Question # 11 of 15 (Start time: 03:38:05 AM) Total Marks: 1

Within the operations function, which one of the following is a long-term management decision?

Select correct option:

Control decision

Non-operational decision

Strategic decision

Tactical decision

Question # 12 of 15 (Start time: 03:38:52 AM) Total Marks: 1

Techniques having numerical data include which of the following?

Select correct option:

Subjective inputs

Qualitative technique

Quantitative technique

Delphi method

Question # 13 of 15 (Start time: 03:39:20 AM) Total Marks: 1

Completion of any operations depends upon the slowest process in the assembly line. What operations managers need to do in



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order to be successful?

Select correct option:

Target and eliminate bottlenecks

Identify the bottlenecks

Make slowest process more slow

Non of the above

Question # 14 of 15 (Start time: 03:39:40 AM) Total Marks: 1

Which one of the following is NOT a key external factor in formulating operations strategy?

Select correct option:

Economic conditions

Human resources

Political conditions

Legal environment

Question # 15 of 15 (Start time: 03:40:07 AM) Total Marks: 1

Which one of the following management functions is based on forecasting?

Select correct option:

Planning

Organizing

Leading

Controlling

Question # 1 of 15 (Start time: 03:41:54 AM) Total Marks: 1

Group Consensus relates to which of the following judgmental forecasting technique?



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Select correct option:

Sales force

Consumer surveys

Delphi method

Executive opinions

Question # 2 of 15 (Start time: 03:42:22 AM) Total Marks: 1

Those significant characteristics that service customers perceive as minimum standards of acceptability to be considered as a

potential purchase is called:

Select correct option:

Order Winners

Order Qualifiers

Order Takers

None of the above

Question # 3 of 15 (Start time: 03:43:03 AM) Total Marks: 1

An organization has described its distinctive characteristics. So, what is the next step in formulating the strategy?

Select correct option:

Productivity Measures

Environmental scanning

Selecting the market segment

Competitor's distinctiveness



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Question # 4 of 15 (Start time: 03:43:26 AM) Total Marks: 1

The method that uses explanatory variables to predict the future is known as:

Select correct option:

Delphi method

Naïve forecast

Associative model

Judgmental forecast

Question # 5 of 15 (Start time: 03:44:25 AM) Total Marks: 1

Which one of the following is NOT the input in the transformation process?

Select correct option:

Informations

Services

Facilities

Materials

Question # 6 of 15 (Start time: 03:45:29 AM) Total Marks: 1

The ratio of the real value of output to the combined input of labor and capital is called:

Select correct option:

Labor Productivity

Capital Productivity

Energy Productivity

Multifactor Productivity

Question # 7 of 15 (Start time: 03:45:53 AM) Total Marks: 1

The industrial revolution came into;

Select correct option:



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1770

1920

1911

1815

Question # 8 of 15 (Start time: 03:46:11 AM) Total Marks: 1

Organizational strategy is different from operations strategy because it is;

Select correct option:

Prepared by middle managers

Narrower in scope

Longer in time horizon

All of the above

Question # 9 of 15 (Start time: 03:46:44 AM) Total Marks: 1

Which one of the following refers to a decision environment in which relevant parameters have known values?

Select correct option:

Certainty

Uncertainty

Risk

Bounded rationality

Question # 10 of 15 (Start time: 03:47:35 AM) Total Marks: 1

Which one of the following strategies specifies how the firm will employ its production capabilities to support its corporate strategy?

Select correct option:

Tactical



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Operations

Manufacturing

Production

Question # 11 of 15 (Start time: 03:47:55 AM) Total Marks: 1

The method that considers several variables related to the variable being predicted is:

Select correct option:

Exponential smoothing

Weighted moving average

Multiple regressions

Moving average

Question # 12 of 15 (Start time: 03:49:03 AM) Total Marks: 1

Which of the following provide guidance and directions for carrying out operations?

Select correct option:

Tactics

Strategies

Policies

Mission

Question # 13 of 15 (Start time: 03:49:26 AM) Total Marks: 1

The pioneers of transforming management to scientific domain are:

Select correct option:

Fredrick Taylor

Lillian and Frank Gilbreths

Henry Fayol

Both A & B



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Question # 14 of 15 (Start time: 03:50:29 AM) Total Marks: 1

Which one of the following is used to generate consensus forecast?

Select correct option:

Delphi method

Time series method

Exponential smoothing

Associative model

Question # 15 of 15 (Start time: 03:50:56 AM) Total Marks: 1

All of the following are steps in forecasting process EXCEPT:

Select correct option:

Determine the purpose of the forecast

Establish a time horizon

Assigning weights to the criteria

Monitor the forecast

Question # 1 of 15 (Start time: 03:52:43 AM) Total Marks: 1

Productivity refers to the ratio of output to input, in your views what are the measures by which productivity can be increased?

Select correct option:

Inputs increase while outputs remain the same

Outputs decrease while inputs remain the same

Inputs and outputs increase proportionately

Inputs decrease while outputs remain the same



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Question # 2 of 15 (Start time: 03:53:58 AM) Total Marks: 1

The ratio of the real value of output to the combined input of labor and capital is called:

Select correct option:

Labour Productivity

Capital Productivity

Energy Productivity

Multifactor Productivity

Question # 3 of 15 (Start time: 03:55:23 AM) Total Marks: 1

Which of the following provide guidance and directions for carrying out operations?

Select correct option:

Tactics

Strategies

Policies

Mission

Question # 4 of 15 (Start time: 03:55:49 AM) Total Marks: 1

For which of the following approaches, the forecast of any period equals the previous period's forecast?

Select correct option:

Delphi method

Naïve forecast

Associative model

Judgmental forecast

Question # 5 of 15 (Start time: 03:57:12 AM) Total Marks: 1

The forecasting time horizon that would typically be easiest to predict would be:

Select correct option:



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Medium-range

Long-range

Short-range

Intermediate range

Question # 6 of 15 (Start time: 03:58:05 AM) Total Marks: 1

Operations based strategy involves all activities except;

Select correct option:

Supply chain management

Quick response to customer needs

Flexibility and inventory management

Identifying customer wants and needs

Question # 7 of 15 (Start time: 03:58:39 AM) Total Marks: 1

Forecasts help managers by reducing the degree of:

Select correct option:

Accuracy

Precision

Uncertainty

Reliability

Question # 8 of 15 (Start time: 03:59:03 AM) Total Marks: 1

Which of the following includes the quantitative methods of forecasting?

Select correct option:

Sales force composite

Exponential smoothing

Consumer market survey



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Jury of executive opinion

Question # 9 of 15 (Start time: 03:59:43 AM) Total Marks: 1

Within the operations function, which one of the following is a long-term management decision?

Select correct option:

Control decision

Non-operational decision

Strategic decision

Tactical decision

Question # 10 of 15 (Start time: 04:00:42 AM) Total Marks: 1

Group Consensus relates to which of the following judgmental forecasting technique?

Select correct option:

Sales force

Consumer surveys

Delphi method

Executive opinions

Question # 11 of 15 (Start time: 04:01:26 AM) Total Marks: 1

Flexible operations comes under the example of:

Select correct option:

Strategy

Tactics

Mission

Goals

Question # 12 of 15 (Start time: 04:02:34 AM) Total Marks: 1



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Those significant characteristics that service customers perceive as minimum standards of acceptability to be considered as a

potential purchase is called:

Select correct option:

Order Winners

Order Qualifiers

Order Takers

None of the above

Question # 13 of 15 (Start time: 04:03:08 AM) Total Marks: 1

Which of the following statement correctly explains the role of operations management?

Select correct option:

Sustain the company's operation

Protect the company's operation

Project the company's operation

All of the above

Question # 14 of 15 (Start time: 04:03:37 AM) Total Marks: 1

_____ means that the relevant parameters such as cost, capacity and demand have known values.

Select correct option:

Risk

Certainty

Uncertainty

None of above

Question # 15 of 15 (Start time: 04:03:55 AM) Total Marks: 1

The operational strategy must be in line with the:

Select correct option:



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Department goals

Organizational goals

Management goals

None of the above

Question # 1 of 15 (Start time: 04:22:44 AM) Total Marks: 1

Techniques having numerical data include which of the following?

Select correct option:

Subjective inputs

Qualitative technique

Quantitative technique

Delphi method

Question # 2 of 15 (Start time: 04:23:08 AM) Total Marks: 1

Which ONE of the following forms a bridge between two islands of Engineering and Management?

Select correct option:

Production Engineering

Operations Management

Industrial Management

Operations Engineering

Question # 3 of 15 (Start time: 04:23:31 AM) Total Marks: 1

Which of the following statements corresponds to an order-winning characteristic?

Select correct option:

A factor which may be significant in other parts of the organization

A factor which gives an organization a competitive edge

A factor which serves as a minimum standard for purchase

A factor which increases the profitability of the organization



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Question # 4 of 15 (Start time: 04:24:26 AM) Total Marks: 1

Which of the following statements is TRUE about production system?

Select correct option:

A user of resources to transform inputs into some desired outputs

Enhancing value added services

Only desired output in the form of products or manufactured goods

Making efficient use of Internet technology

Question # 5 of 15 (Start time: 04:25:05 AM) Total Marks: 1

A tool to measure effective use of resources and usually expressed as the ratio of output to input is known as;

Select correct option:

Production ratio

Productivity

Reliability

Operations ratio

Question # 6 of 15 (Start time: 04:25:27 AM) Total Marks: 1

Productivity refers to the ratio of output to input, in your views what are the measures by which productivity can be increased?

Select correct option:

Inputs increase while outputs remain the same

Outputs decrease while inputs remain the same

Inputs and outputs increase proportionately

Inputs decrease while outputs remain the same

Question # 7 of 15 (Start time: 04:26:01 AM) Total Marks: 1



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Which one of the following is an implication of laplace approach of decision making?

Select correct option:

The best of the worst possible payoff

The best possible payoff

The best average payoff

The least of the worst regrets

Question # 8 of 15 (Start time: 04:26:40 AM) Total Marks: 1

Overall broad picture o f the organization is depicted by its _____ that provides detailed and broader scope.

Select correct option:

Operations strategy

Organizational strategy

Marketing strategy

Manufacturing units

Question # 9 of 15 (Start time: 04:27:26 AM) Total Marks: 1

The forecasting model that is based upon estimates of salesperson's ex pected sales is likely to be called _____.

Select correct option:

Delphi method

Sales force combination

Consumer market survey

Panel of executive opinion

Question # 10 of 15 (Start time: 04:27:52 AM) Total Marks: 1

The industrial revolution came into;

Select correct option:

1770

1920



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1911

1815

Question # 11 of 15 (Start time: 04:28:11 AM) Total Marks: 1

All of the following are examples of Qualitative forecasting ex cept:

Select correct option:

Judgmental

Delphi Method

Consumer Survey

Naïve Forecasting

Question # 12 of 15 (Start time: 04:29:28 AM) Total Marks: 1

_____ allows the managers to anticipate the future so that they can plan accordingly.

Select correct option:

Planning

Controlling

Forecasting

Organizing

Question # 13 of 15 (Start time: 04:29:57 AM) Total Marks: 1

Planning workforce requirements, scheduling of the equipment and financial analysis are the major uses
of _____.

Select correct option:

Productivity ratios

Productivity Growth

Multifactor productivity

Operations strategy



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Question # 14 of 15 (Start time: 04:31:07 AM) Total Marks: 1

Which of the following statements describes an order-qualifier characteristic?

Select correct option:

A competitive dimension used to make final decision among competitors

A factor which directly and significantly contribute to winning business

A factor which increases the profitability of the organization

A factor perceived as a minimum standard as a potential for purchase

Question # 15 of 15 (Start time: 04:31:55 AM) Total Marks: 1

Four important pillars capital, quality, _____ and technology. are responsible for positively as well as negatively affecting on the Productivity of the organization.

Select correct option:

Customers

Process

System

Management

Question # 1 of 15 (Start time: 04:33:17 AM) Total Marks: 1

The forecasting time horizon that would typically be easiest to predict would be:

Select correct option:

Medium-range



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Long-range

Short-range

Intermediate range

Question # 2 of 15 (Start time: 04:33:40 AM) Total Marks: 1

Planning workforce requirements, scheduling of the equipment and financial analysis are the major uses
of_____.

Select correct option:

Productivity ratios

Productivity Growth

Multifactor productivity

Operations strategy

Question # 3 of 15 (Start time: 04:34:00 AM) Total Marks: 1

“What business are we in?” This statement will come under:

Select correct option:

Mission Statement

Goals

Tactics

Strategies

Question # 4 of 15 (Start time: 04:34:27 AM) Total Marks: 1

Which of the following is NOT an attribute to classify services?

Select correct option:

Tangibility



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Perishability

Simultaneity

Degree of customer contact

Question # 5 of 15 (Start time: 04:34:56 AM) Total Marks: 1

To make operations strategy effective it should be:

Select correct option:

Independent of the organization's strategy

Consistent with the organization's strategy

Developed by a first line manager

Independent of time dimension

Question # 6 of 15 (Start time: 04:35:28 AM) Total Marks: 1

Which one of the following is NOT used for decision making under uncertainty?

Select correct option:

Maximax

Maximin

Minimax regret

EMV criterion

Question # 7 of 15 (Start time: 04:36:39 AM) Total Marks: 1

In forecasting, planning the use of system relates to the _____ plans.

Select correct option:

Long term

Short term

Both long and short term

None of the above



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Question # 8 of 15 (Start time: 04:37:44 AM) Total Marks: 1

The three major business functions necessary to all organizations are:

Select correct option:

Accounting, personnel, operations

Marketing, finance/accounting, operations

Marketing, accounting, personnel

Marketing, finance, operations

Question # 9 of 15 (Start time: 04:38:12 AM) Total Marks: 1

Which one of the following is an implication of laplace approach of decision making?

Select correct option:

The best of the worst possible payoff

The best possible payoff

The best average payoff

The least of the worst regrets

Question # 10 of 15 (Start time: 04:38:29 AM) Total Marks: 1

Operations based strategy involves all activities except;

Select correct option:

Supply chain management

Quick response to customer needs

Flexibility and inventory management

Identifying customer wants and needs



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Question # 11 of 15 (Start time: 04:38:47 AM) Total Marks: 1

The forecasting model that is based upon estimates of salesperson's expected sales is likely to be called _____.

Select correct option:

Delphi method

Sales force combination

Consumer market survey

Panel of executive opinion

Question # 12 of 15 (Start time: 04:39:12 AM) Total Marks: 1

As a manager, you have defined the purpose of the forecasts. What should be the next step in forecasting process?

Select correct option:

Collecting and analyzing the appropriate data

Determining the purpose of the forecast

Choosing a forecasting technique

Setting up a time horizon or a time limit

Question # 13 of 15 (Start time: 04:39:39 AM) Total Marks: 1

Which one of the following formulae can be used to compute value?

Select correct option:

(Quality + Speed – Flexibility) / Cost

(Quality + Speed+ Flexibility) / Cost

(Quality + Speed - Cost) / Flexibility

(Quality + Speed+ Cost) / Flexibility

Question # 14 of 15 (Start time: 04:40:07 AM) Total Marks: 1



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The method that uses explanatory variables to predict the future is known as:

Select correct option:

Delphi method

Naïve forecast

Associative model

Judgmental forecast

Question # 15 of 15 (Start time: 04:40:29 AM) Total Marks: 1

Collaborative Planning, Forecasting, and Replenishment (CPFR) a Web based tool used to coordinate demand forecasting,

and inventory replenishment between supply chain trading partners.

Select correct option:

Production and purchase planning

Demand and supply planning

Quantitative forecasting

Demand management

Question # 4 of 15 (Start time: 04:52:02 AM) Total Marks: 1

How organizations assure that the designed strategy is giving the required output or results?

Select correct option:

Increase in demand of the product

By measuring the productivity

Environmental scanning

Raw materials are effectively used

Question # 9 of 15 (Start time: 04:54:11 AM) Total Marks: 1



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Increases in productivity are difficult to achieve if one of the following situation occurs

Select correct option:

The task is more intellectual and personal

The task is more quantitative and repetitive

The task is more physical and tangible

The task is more good-producing and standardized

Question # 11 of 15 (Start time: 04:55:00 AM) Total Marks: 1

Which of the following forecasting technique is used when introducing new products, services, new features and new packaging?

Select correct option:

Quantitative technique

Associative model

Focus group

Judgmental forecast

Question # 13 of 15 (Start time: 04:55:37 AM) Total Marks: 1

Organizations that produce something other than physical products are called:

Select correct option:

Cultural goods transformation

Data transfer groups

Transformation organizations



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Service organizations

Question # 3 of 15 (Start time: 04:58:54 AM) Total Marks: 1

Which one of the followings app ears to provid e the best prospect for increases in productivity?

Select correct option:

Management

Raw materials

Labo r

Capital

Question # 7 of 15 (Start time: 05:00:22 AM) Total Marks: 1

Which one of the following is a measure of productivity that involves measuring inp uts and outputs using a common unit of measurement?

Select correct option:

Multifactor

Partial

Single

Total

Question # 5 of 15 (Start time: 05:05:44 AM) Total Marks: 1

For which of the following approaches, the forecast of any period equals the previous period's forecast?

Select correct option:

Delphi method

Naïve forecast

Associative model

Judgmental forecast



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Question # 10 of 15 (Start time: 05:07:24 AM) Total Marks: 1

Which one of the following is not the property of the Naïve forecast?

Select correct option:

Simplicity of usage

Costly

Quick and easy to prepare

Easily understandable

Question # 12 of 15 (Start time: 05:08:15 AM) Total Marks: 1

Suppose an operations manager is having a pessimistic approach of decision making under uncertain conditions.

What approach

he will follow for decision making?

Select correct option:

Maximin

Maximax

Laplace

None of the above

Question # 6 of 15 (Start time: 05:12:01 AM) Total Marks: 1

How organizations assure that the designed strategy is giving the required output or results?

Select correct option:

Increase in demand of the product

By measuring the productivity

Environmental scanning

Raw materials are effectively used



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Question # 9 of 15 (Start time: 05:12:58 AM) Total Marks: 1

A strategy that is narrower in scope and in more detail is:

Select correct option:

Organizational Strategy

Time and Quality Strategy

Operational Strategy

Manufacturing/Service Strategy

Question # 15 of 15 (Start time: 05:14:21 AM) Total Marks: 1

The subjective inputs obtained from sources such as consumer surveys, sales staff, managers and executives are the classification of _____ forecast.

Select correct option:

Judgmental

Time series

Associate models

Naive

Question # 1 of 15 (Start time: 05:16:44 AM) Total Marks: 1

Tools like Decision trees and Graphical sensitivity analysis are being used for what purpose?

Select correct option:

For the evaluation of the alternatives

For analyzing decision problems

For making optimistic decisions

Non of the above



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Question # 8 of 15 (Start time: 05:18:28 AM) Total Marks: 1

Which one of the following factors provides a basis for comparing alternative forecasting techniques?

Select correct option:

Time dimension

Reliability factor

Degree of accuracy

Measuring units

Question # 2 of 15 (Start time: 05:22:53 AM) Total Marks: 1

In terms of operations management the forecast which projects a company's sales is called:

Select correct option:

Economic forecast

Technological forecast

Demand forecast

Associative model

Question # 4 of 15 (Start time: 05:24:02 AM) Total Marks: 1

Which one of the following is a productivity measure based on all inputs?

Select correct option:

Capital productivity

Multifactor productivity

Partial productivity

Total productivity

Question # 1 of 15 (Start time: 03:07:11 AM) Total Marks: 1



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Which one of the following is NOT a key internal factor in formulating operations strategy?

Select correct option:

Competition

Financial resources

Human resources

Products and services

Question # 2 of 15 (Start time: 03:07:47 AM) Total Marks: 1

Organizational strategy is different from operations strategy because it is;

Select correct option:

Prepared b y middle man agers

Narrower in scope

Longer in time horizon

All of the above

Question # 3 of 15 (Start time: 03:08:22 AM) Total Marks: 1

Which of the following is not an attribute to classify services?

Select correct option:

Tangibility

Perishability

Simultaneity

Degree of Customer Contact

Question # 4 of 15 (Start time: 03:09:15 AM) Total Marks: 1

Which one of the following is an implication of laplace approach of decision making?

Select correct option:

The best of the worst possible payoff

The best possible payoff

The best average payoff



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The least of the worst regrets

Question # 5 of 15 (Start time: 03:09:28 AM) Total Marks: 1

Which of the following is the main source of a poor decision making by the managers?

Select correct option:

Failure to check their facts

Failure to plan for unexpected events

Failure to connect the problem to the overall strategy

All of the above

Question # 6 of 15 (Start time: 03:10:09 AM) Total Marks: 1

Which one of the following appears to provide the best prospect for increases in productivity?

Select correct option:

Management

Raw materials

Labour

Capital

Question # 7 of 15 (Start time: 03:10:42 AM) Total Marks: 1

Organizational strategies relate to which of the following sets of factors?

Select correct option:

Survival, profitability, growth rate and market share

Profitability, survival, lead times and target market

Quality, operating resources, growth rate and market share

Scheduling, profitability, lead times and survival

Question # 8 of 15 (Start time: 03:11:09 AM) Total Marks: 1



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“Business forecasting is only used for predicting demand”. This statement is

Select correct option:

Totally right

Totally wrong

Partially right

None of the above

Question # 9 of 15 (Start time: 03:11:43 AM) Total Marks: 1

Units of output per shift is:

Select correct option:

Energy Productivity

Machine Productivity

Labor Productivity

Capital Productivity

Question # 10 of 15 (Start time: 03:12:35 AM) Total Marks: 1

Which of the following statement is NOT correct with respect to models in operations management?

Select correct option:

Models are easy to use, less expensive

Models have specific objectives

Models don't have the standardized format

Models enables “what if” questions

Question # 11 of 15 (Start time: 03:13:06 AM) Total Marks: 1

Productivity ratios are used in;

Select correct option:

Planning work force requirements



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Scheduling equipments

Financial analysis

All of the above

Question # 12 of 15 (Start time: 03:14:01 AM) Total Marks: 1

The industrial revolution came into;

Select correct option:

1770

1920

1911

1815

Question # 13 of 15 (Start time: 03:14:32 AM) Total Marks: 1

Which one of the following correctly explains the elements of a good forecast?

Select correct option:

Timely, having a purpose, accurate, written, reliable, meaningful

Timely, accurate, judgmental, correctness, verbal, simple to use

Timely, accurate, reliable, meaningful, written, simple to use

Timely, accurate, reliable, consistent, meaningful, written, simple to use

Question # 14 of 15 (Start time: 03:14:51 AM) Total Marks: 1

In operations management the time required to react appropriately to a competitor's strategies or technology up gradation is called:

Select correct option:

Processing time

Changeover time

Response Time

Planning time



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Question # 15 of 15 (Start time: 03:15:20 AM) Total Marks: 1

Which one of the following is NOT a key external factor in formulating operations strategy?

Select correct option:

Economic conditions

Human resources

Political conditions

Legal environment

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QUIZ NO 5

Question # 10 of 10 (Start time: 08:31:55 PM) Total Marks: 1

Which one of the following is NOT a business application of forecasting?

Select correct option:

Budgeting

Capacity planning

Inventory management

Quality control

Question # 9 of 10 (Start time: 08:30:30 PM) Total Marks: 1

Which one of the following is used to generate consensus forecast?

Select correct option:

Delphi method

Time series method

Exponential smoothing

Associative model

Question # 8 of 10 (Start time: 08:30:09 PM) Total Marks: 1

Which one of the following forms of productivity has units of output per shift?

Select correct option:

Capital

Energy

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Question # 7 of 10 (Start time: 08:28:59 PM) Total Marks: 1

What would be the output capacity if an assembly line operates for 7 hours per day with a cycle time of 2.0 minutes?

Select correct option:

210 units per day

3.5 units per day

0.004 units per day

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14 units per day

Question # 6 of 10 (Start time: 08:27:53 PM) Total Marks: 1

For which of the following approaches, the forecast of any period equals the previous period's forecast?

Select correct option:

Delphi method

Naïve forecast

Associative model

Judgmental forecast

In _____ sampling, one random sample is drawn from each lot

Select correct option:

Single

Double

Multiple

None of the above

Which one of the following is a measure of productivity that involves measuring inputs and outputs using a common unit of measurement?

Select correct option:

Multifactor

Partial

Single

Total

Question # 3 of 10 (Start time: 08:22:35 PM) Total Marks: 1

Which one of the following refers to the volume of output at which total cost equals total revenue?

Select correct option:

Optimal operating rate

Break even point

Feasible volume

Utilization

Question # 2 of 10 (Start time: 08:21:11 PM) Total Marks: 1

Generally an Operations Manager should NOT inspect the process for defects _____.

Select correct option:

Before the supply of finished goods

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Before a costly operation

Before manufacturing high volume products

Before purchasing raw material

Question # 1 of 10 (Start time: 08:19:46 PM) Total Marks: 1

Which one of the following location strategies follows a decentralized approach?

Select correct option:

Product plant strategy

Process plant strategy

Market area plant strategy

Cost conservation strategy

QUIZ NO 4

Question # 15 of 15 (Start time: 10:40:16 PM) Total Marks: 1

Which of the following denotes EOQ?

Select correct option:

Economic Order Quantity

Equal Order Quantity

Economic Output Quantity

Equal Output Quantity

Question # 14 of 15 (Start time: 10:38:52 PM) Total Marks: 1

In which one of the following decision environments it is impossible to assess the likelihood of various future events?

Select correct option:

Certainty

Uncertainty

Risk

Bounded rationality

Question # 13 of 15 (Start time: 10:37:26 PM) Total Marks: 1

Who emphasized quality in terms of inspection and gauging?

Select correct option:

G.S. Radford

W. Shewhart

F.W. Taylor

W.E. Demig

Question # 12 of 15 (Start time: 10:36:45 PM) Total Marks: 1

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In six sigma process, _____ stage comes after the “Analyze” stage

Select correct option:

Control

Improve

Choose

Monitor

Question # 11 of 15 (Start time: 10:35:28 PM) Total Marks: 1

Which one of the following refers to a team having representatives from different functional areas of the organization?

Select correct option:

Traditional work group

Self-directed team

Cross-functional team

Self motivated team

Question # 10 of 15 (Start time: 10:34:10 PM) Total Marks: 1

Which of the following is a difference of service organizations as compared to manufacturing organizations?

Select correct option:

Manufacturing organization are more specialized than service organizations

Manufacturing firms have more variety than service organizations.

Service firms are more flexible than manufacturing organizations

Manufacturing decisions are made by maximizing the profit potential

Question # 9 of 15 (Start time: 10:32:53 PM) Total Marks: 1

The formula for determining the required cycle time is operation time per day divided by:

Select correct option:

Sum of task times

Actual output per day (in units)

Number of workstation

Desired output (in units)

Question # 8 of 15 (Start time: 10:31:34 PM) Total Marks: 1

Which one of the following is an example of a long range plan?

Select correct option:

Machine loading

Backorders

Facilities layout

Work schedule

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Question # 7 of 15 (Start time: 10:30:11 PM) Total Marks: 1

ABC Company practices Six Sigma approach in its manufacturing. The company might have implemented this approach in how many stages?

Select correct option:

Ten

Seven

Five

Eleven

Question # 6 of 15 (Start time: 10:28:46 PM) Total Marks: 1

Changes made in ____ phase of MPS can be most disruptive

Select correct option:

1st

2nd

3rd

4th

Question # 5 of 15 (Start time: 10:28:15 PM) Total Marks: 1

Which one of the following formula can be used to compute break even point?

Select correct option:

$Q = FC / (R + VC)$

$Q = VC / (R + FC)$

$Q = VC / (R - VC)$

$Q = FC / (R - VC)$

Question # 4 of 15 (Start time: 10:26:56 PM) Total Marks: 1

To make operations strategy effective it should be:

Select correct option:

Independent of the organization's strategy

Consistent with the organization's strategy

Developed by a first line manager

Independent of time dimension

Question # 3 of 15 (Start time: 10:25:43 PM) Total Marks: 1

As a manager, you have defined the purpose of the forecasts. What should be the next step in forecasting process?

Select correct option:

Choose a forecasting technique.

Determine the purpose of the forecast.

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Set up a time horizon or a time limit

Collect and analyze the appropriate data.

Question # 2 of 15 (Start time: 10:24:28 PM) Total Marks: 1

External failure cost also includes:

Select correct option:

Litigation costs

Process redesigning costs

Employee training costs

Rework costs

Question # 1 of 15 (Start time: 10:23:04 PM) Total Marks: 1

A product 'A' is specified to work well up to 30 degree Celsius temperature and 30% humidity. What would these specifications represent?

Select correct option:

Reliability factor

Standard conditions

Normal operating conditions

Standard operating procedure

QUIZ NO 3

Question # 10 of 10 (Start time: 08:07:52 PM) Total Marks: 1

How organizations assure that the designed strategy is giving the required output or results?

Select correct option:

Increase in demand of the product

By measuring the productivity

Environmental scanning

Raw materials are effectively used

Question # 9 of 10 (Start time: 08:06:34 PM) Total Marks: 1

G.S.Radford demonstrated the connections between:

Select correct option:

High quality, decreased quality and higher cost

High quality, increased quality and higher cost

High quality, decreased quality and lower cost

High quality, increased quality and lower cost

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Question # 8 of 10 (Start time: 08:06:00 PM) Total Marks: 1

A gradual, long term upward or downward movement in data is referred to as:

Select correct option:

Cycle

Trend

Seasonality

Random variation

Question # 7 of 10 (Start time: 08:04:49 PM) Total Marks: 1

Which of the following denotes EOQ?

Select correct option:

Economic Order Quantity

Equal Order Quantity

Economic Output Quantity

Equal Output Quantity

Question # 6 of 10 (Start time: 08:03:31 PM) Total Marks: 1

Generally most of the values in control charts fall within which range of standard deviation?

Select correct option:

+/- 1

+/- 3

+/- 4

+/- 5

Question # 5 of 10 (Start time: 08:02:08 PM) Total Marks: 1

_____ is a philosophy of continually seeking ways to improve operations

Select correct option:

Poke – yoke

Kaizen

Robustness

Quality deployment

Question # 4 of 10 (Start time: 08:00:47 PM) Total Marks: 1

Which of the following location alternative is suitable to attract more customers for retail business?

Select correct option:

To expand the existing facility

To add new locations while retaining the existing ones

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To shift to a new location while shutting down the previous

To do nothing

Question # 3 of 10 (Start time: 07:59:26 PM) Total Marks: 1

Lot sizing determines the ____ and ____ of order quantity

Select correct option:

Timing, date

Date, size

Timing, size

Size, price

Question # 2 of 10 (Start time: 07:58:03 PM) Total Marks: 1

Organizational strategies relate to which of the following sets of factors?

Select correct option:

Survival, profitability, growth rate and market share

Profitability, survival, lead times and target market

Quality, operating resources, growth rate and market share

Scheduling, profitability, lead times and survival

Question # 1 of 10 (Start time: 07:56:37 PM) Total Marks: 1

Which of the following is an advantage of perpetual inventory system?

Select correct option:

Periodic review of inventory

Economies in shipping orders

Fixed order quantity

Low cost of record keeping

QUIZ NO 2

Question # 10 of 10 (Start time: 02:30:29 AM) Total Marks: 1

Which of the following functions of an organization consists of all activities directly related to production of a good or service?

Select correct option:

Operations

Marketing

Accounting

Finance

Question # 9 of 10 (Start time: 02:29:02 AM) Total Marks: 1

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How can you compute the cost of subcontracting?

Select correct option:

Subcontracting cost per unit – subcontracted quantity

Subcontracting cost per unit + subcontracted quantity

Subcontracting cost per unit × subcontracted quantity

Subcontracting cost per unit /subcontracted quantity

Question # 8 of 10 (Start time: 02:27:42 AM) Total Marks: 1

Six Sigma is primarily centered towards all of the following except:

Select correct option:

Cost cutting

Continuous improvement

Time saving

Quality improvement

Question # 7 of 10 (Start time: 02:26:25 AM) Total Marks: 1

Which ONE of the following statement correctly explains the difference between operations management (OM) and operations research (OR)?

Select correct option:

OM relies on mathematical modeling and OR focus on practical scenarios.

OM is more powerful to improve the whole system OR relies on mathematical modeling.

OM is relies on practical scenarios and Or relies on Mathematical modeling.

OM relies on mathematical modeling and OR is considered to be one of the critical tools of managers.

Question # 6 of 10 (Start time: 02:24:53 AM) Total Marks: 1

What would be the total cost of inventory if a firm holds 200 units of a product 'A', where the carrying cost is Rs. 2 per unit?

Select correct option:

Rs. 202

Rs. 100

Rs. 198

Rs. 400

Question # 5 of 10 (Start time: 02:23:31 AM) Total Marks: 1

Which one of the following is a productivity measure based on all inputs?

Select correct option:

Capital productivity

Multifactor productivity

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Partial productivity

Total productivity

Question # 4 of 10 (Start time: 02:22:04 AM) Total Marks: 1

If a firm subcontracts 300 units of a product 'A', with the subcontracting cost of Rs. 3 per unit. What would be the total subcontracting cost?

Select correct option:

Rs. 900

Rs. 100

Rs. 297

Rs. 303

Question # 3 of 10 (Start time: 02:21:25 AM) Total Marks: 1

Which one of the following formula can be used to compute break even point?

Select correct option:

$Q = FC / (R + VC)$

$Q = VC / (R + FC)$

$Q = VC / (R - VC)$

$Q = FC / (R - VC)$

Question # 2 of 10 (Start time: 02:20:00 AM) Total Marks: 1

Which one of the following is an implication of laplace approach of decision making?

Select correct option:

The best of the worst possible payoff

The best possible payoff

The best average payoff

The least of the worst regrets

Question # 1 of 10 (Start time: 02:18:37 AM) Total Marks: 1

In statistical process control, some tools are used primarily to detect production of defective products / services or process changes. What those tools are known as?

Select correct option:

Regression charts

Pareto charts

Control charts

Histograms

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QUIZ NO 5

Which of the following is one of the prime determinants of choosing a plan?

Resources

time

Technology

Personnel

Run time for the economic run size is a function of which of the following?

Run size and usage rate

Cycle time and usage rate

Run size and production rate

Cycle time and usage rate

What would be the total cost of inventory if a firm holds 1000 units of a product 'A', where the carrying cost is Rs. 5 per unit?

Rs. 200

Rs. 995

Rs. 5000

Rs. 1050

Which one of the following represents a use of cost-volume analysis?

It is a tool for reliability measurement

It provides a base for marketing research

It helps in identification of cost related to production

It is important in product design

The frequency of capacity choice decisions is influenced by all of the following factors

EXCEPT:

Stability of demand

Technological changes

Competitive forces

Cost factor

Which one of the following refers to inventory turnover?

A ratio of cost of goods sold to the average inventory investment

A ratio of work in process to the average inventory investment

A ratio of cost of carrying cost to the average inventory investment

A ratio of cost of assets to the average inventory investment

Organizational strategy is different from operations strategy because it is;

Prepared by middle managers

Narrower in scope

Longer in time horizon

All of the above

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Which one of the following is an implication of laplace approach of decision making?

The best of the worst possible payoff

The best possible payoff

The best average payoff

The least of the worst regrets

Question # 1 of 10 Total Marks: 1

To make operations strategy effective it should be:

Select correct option:

Independent of the organization's strategy

Consistent with the organization's strategy

Developed by a first line manager

Independent of time dimension

Question # 2 of 10 Total Marks: 1

Which one of the following forms of productivity has units of output per dollar input?

Select correct option:

Capital

Energy

Labor

Machine

Question # 3 of 10 Total Marks: 1

Which one of the following layout type is associated with a supermarket?

Select correct option:

Fixed Position layout

Process layout

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Product layout

Cellular layout

Question # 4 of 10 Total Marks: 1

Lot sizing determines the ____ and ____ of order quantity

Select correct option:

Timing, date

Date, size

Timing, size

Size, price

Question # 5 of 10 Total Marks: 1

Which one of the following is TRUE about work sampling?

Select correct option:

It describes individual human motions that are used in a job task

It involves determining the length of time it will take to undertake a particular task

It involves determining the amount of time a worker spends on various activities

It providing standard times for micro motions such as reach, move and release

Question # 6 of 10 Total Marks: 1

Which of the following mathematical expressions can be used to compute total annual cost?

Select correct option:

(Q/H) 2 + (D/Q) S

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(Q/2)S + (D/Q) H

(Q/2) H + (D/Q) S

(Q/2) H - (D/Q) S

Question # 7 of 10 Total Marks: 1

Demand options are focused on which of the following?

Select correct option:

Hiring / layoff options

Backorders

Subcontracting

Matching demand period by period

Question # 8 of 10 Total Marks: 1

What would be the total cost of inventory if a firm holds 200 units of a product 'A', where the carrying cost is Rs. 2 per unit?

Select correct option:

Rs. 202

Rs. 100

Rs. 198

Rs. 400

Question # 9 of 10 Total Marks: 1

If the final inspector at an automobile paint shop discovers that the paint on the car has a poor finish, the car may have to be completely rescaled and repainted. This would result in _____ incurred.

Select correct option:

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Internal failure cost

External failure cost

Appraisal cost

Prevention cost

Question # 10 of 10 Total Marks: 1

Which one of the following forecasting techniques is used to identify a trend when data is neither growing nor declining rapidly and has no seasonal characteristics.

Select correct option:

Simple moving average

Delphi method

Trend adjusted forecast

Naïve forecast

Other Quiz # 5

Quiz Start Time: 01:17 PM Time Left 90

sec(s)

Question # 1 of 10 (Start time: 01:17:35 PM) Total Marks: 1

Which of the following is a schedule that specifies the timing and size of production quantities for product in the product families?

Select correct option:

Master production scheduling

Aggregate plan

Inventory management scheduling

None of the above

Quiz Start Time: 01:17 PM Time Left 89

sec(s)

Question # 2 of 10 (Start time: 01:19:08 PM) Total Marks: 1

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Which of the following statements is not true while comparing Quality Assurance with Strategic Approach?

Select correct option:

Strategic Approach is reactive while Quality Assurance is a proactive approach

Strategic Approach is the superlative form of Quality Assurance

Quality Assurance places emphasis on finding and correcting defects before reaching market

Strategic Approach is proactive rather than reactive

Quiz Start Time: 01:17 PM Time Left 86

sec(s)

Question # 3 of 10 (Start time: 01:20:40 PM) Total Marks: 1

Which of the following is TRUE about a periodic review?

Select correct option:

Ordering inventory to supplier as per requirement

Ordering inventory at a predetermined re-order level

Ordering inventory at a fixed and regular time interval

Ordering inventory when it falls below the safety stock level

Quiz Start Time: 01:17 PM Time Left 88

sec(s)

Question # 5 of 10 (Start time: 04:25:06 PM) Total Marks: 1

Which one of the following is the first step in line balancing?

Select correct option:

Specify the sequential relationship among tasks.

Determine the required cycle time.

Determine the minimum number of workstations.

Determine the desired output

Quiz Start Time: 01:17 PM Time Left 89

sec(s)

Question # 6 of 10 (Start time: 04:26:21 PM) Total Marks: 1

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Which of the following functions of an organization consists of all activities directly related to production of a good or service?

Select correct option:

Operations

Marketing

Accounting

Finance

Quiz Start Time: 01:17 PM Time Left 89

sec(s)

Question # 7 of 10 (Start time: 04:27:17 PM) Total Marks: 1

Technology has impacted the work place by:

Select correct option:

Adding to the existing geographical barriers for recruiting

Increasing the cost of telecommuting

Increasing the amount required to be spent on training

Unifying the workforce to a common skill level

Quiz Start Time: 01:17 PM Time Left 89

sec(s)

Question # 8 of 10 (Start time: 04:28:46 PM) Total Marks: 1

Which stage comes after the “compare” stage of control process?

Select correct option:

Measure

Evaluate

Correct

Monitor

Quiz Start Time: 01:17 PM Time Left 89

sec(s)

Question # 9 of 10 (Start time: 04:29:21 PM) Total Marks: 1

Which one of the following is a formula to compute annual carrying cost?

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Select correct option:

(Q-2)H

(Q+2)H

(Q/2)H

(Q×2)/H

Quiz Start Time: 01:17 PM Time Left 88

sec(s)

Question # 10 of 10 (Start time: 04:29:57 PM) Total Marks: 1

Which of the following management level is responsible for long-range capacity planning?

Select correct option:

Lower management

Middle management

Top management

All the management levels

QUIZ NO 4

Question # 1 of 15

Which of the following statements corresponds to an order-winning characteristic?

A factor which may be significant in other parts of the organization

A factor which gives an organization a competitive edge

A factor which serves as a minimum standard for purchase

A factor which increases the profitability of the organization

Question # 2 of 15

Six Sigma is primarily centered towards all of the following except:

Cost cutting

Continuous improvement

Time saving

Quality improvement

Question # 3 of 15

Which one the following is an assumption of center of gravity method?

The quantity to be shipped is variable

The quantity to be shipped is fixed

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The quantity carries no value

The quantity to be shipped should be extraordinarily high

Question # 4 of 15

Ali dialed Customer Service Representative of WARID who very friendly and sociably responded his queries. Which dimension of service quality is referred to in this example.

Responsiveness

Courtesy

Reliability

see page no 105

Convenience

Question # 5 of 15

Operations based strategy involves all activities except;

Supply chain management

Quick response to customer needs

Flexibility and inventory management

Identifying customer wants and needs

Question # 6 of 15

There is no inventory buildup when:

Usage rate exceeds production rate

Usage and production rates are equal

Production rate exceeds usage rate

Orders are frequently placed

Question # 7 of 15

_____ is the demand that occurs because the quantity required is a function of the demand for other items held in inventory

Dependent demand

Independent demand

Scheduled demand

None of the above

Question # 8 of 15

Planning is much easier and flexible in which of the following?

Manufacturing

Services

Production

Research and development

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Question # 9 of 15

Which of the following is NOT MRP output?

Planned orders

Changes in dates and order

Order releases

Scheduled receipts

Question # 10 of 15

Lot sizing determines the _____ and _____ of order quantity

Timing, date

Date, size

Timing, size

Size, price

Question # 11 of 15

Which of the following time fences in a Master Production Schedule (MPS) allows many variations in products with multiple changes?

Fixed time fence

Moderately firm time fence

Frozen time fence

Flexible time fence

Question # 12 of 15

Which ONE of the following forms a bridge between two islands of Engineering and Management?

Production Engineering

Operations Management

Industrial Management

Operations Engineering

Question # 13 of 15

In six sigma process, _____ stage comes after the “Analyze” stage

Control

Improve

Choose

Monitor

Question # 14 of 15

Organizational strategies relate to which of the following sets of factors?

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Survival, profitability, growth rate and market share

Profitability, survival, lead times and target market

Quality, operating resources, growth rate and market share

Scheduling, profitability, lead times and survival

Question # 15 of 15

Which one of the following is the final stage of product life cycle?

Growth

Decline

Maturity

Planning

Question # 1 of 15 (Start time: 05:38:04 PM) Total Marks: 1

Capacity options are usually of _____ range in nature

Select correct option:

Short

Long

Intermediate

Periodical

Question # 2 of 15 (Start time: 05:39:23 PM) Total Marks: 1

Identify the mathematical expression to determine the number of workers in a given period. Where a = Number of workers at the end of previous period, b = Number of new workers at the start of the current period, c = Number of laid-off workers at the start of the current period

Select correct option:

a + b - c

a + b + c

a - b + c

a - b - c

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Question # 4 of 15 (Start time: 05:42:19 PM) Total Marks: 1

Which method of forecasting is most widely used?

Select correct option:

Regression analysis

Adaptive forecasting

Weighted moving average

Exponential smoothing

Question # 5 of 15 (Start time: 05:43:53 PM) Total Marks: 1

Cycle time for the economic run size is a function of which of the following?

Select correct option:

Run time and usage rate

Run time and production rate

Run size and production rate

Run size and usage rate

Question # 6 of 15 (Start time: 05:45:30 PM) Total Marks: 1

What are the chances of the batch containing defect exceeding LTPD will be accepted is known as?

Select correct option:

Acceptance risk

Consumer risk

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Producer risk

None of the above mentioned

Question # 9 of 15 (Start time: 05:50:21 PM) Total Marks: 1

The optimal order quantity shows a trade-off between which one of the following sets of costs?

Select correct option:

Carrying costs and shortage costs

Carrying costs and ordering costs

Carrying costs and stock out costs

Carrying costs and setup

Question # 10 of 15 (Start time: 05:52:04 PM) Total Marks: 1

If the costs of inspection are higher than costs of obtaining the sample _____ sampling should be used?

Select correct option:

Single

Double

Multiple

Random

Question # 11 of 15 (Start time: 05:53:39 PM) Total Marks: 1

Which of the following shows the quality and timing of specific end items for a scheduled horizon?

Select correct option:

Simulation model

Master schedule

Aggregate plan

Critical path model

Question # 12 of 15 (Start time: 05:54:15 PM) Total Marks: 1

Which of the following is a system designed to coordinate all activities and information needed to complete business processes?

Select correct option:

Enterprise resource planning

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Supply chain management

New product development

Customer relationship management

Question # 13 of 15 (Start time: 05:55:44 PM) Total Marks: 1

Under which of the following, the lot size order covers the gross requirements of a single

week?

Select correct option:

Lot for lot ordering

Economic order quantity model

Fixed period ordering

Part period model

Question # 14 of 15 (Start time: 05:56:47 PM) Total Marks: 1

As a manager, you have defined the purpose of the forecasts. What should be the next step in forecasting process?

Select correct option:

Collecting and analyzing the appropriate data

Determining the purpose of the forecast

Choosing a forecasting technique

Setting up a time horizon

Question # 15 of 15 (Start time: 05:57:56 PM) Total Marks: 1

All are six sigma teams except:

Select correct option:

"Black belts"

Master "black belts"

"Green belts"

Master "green belts"

Question # 1 of 15 (Start time: 05:24:40 PM) Total Marks: 1

Which one of the following is a type of layout where equipment, machinery and people are moved as required?

Select correct option:

Product layout

Fixed position layout

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Process layout

Hybrid layout

Question # 2 of 15 (Start time: 05:25:21 PM) Total Marks: 1

_____ is a wave like variations of more than one year's duration.

Select correct option:

Cycle

Trend

Seasonality

Random variation

Question # 3 of 15 (Start time: 05:25:43 PM) Total Marks: 1

A double sampling plan specifies all of the following Except

Select correct option:

Size of the initial sample

Size of second sample

Lot size

Double acceptance number

Question # 4 of 15 (Start time: 05:26:06 PM) Total Marks: 1

Which one of the following refers to using some of the components of old products in the manufacture of new products?

Select correct option:

Remanufacturing

Robust design

Automation

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Manufacturability

Question # 5 of 15 (Start time: 05:27:11 PM) Total Marks: 1

Which of the following influences on the sales of a product is the most difficult to forecast?

Select correct option:

Seasonal

Trend

Nonlinear trend

Cyclical

Question # 6 of 15 (Start time: 05:27:42 PM) Total Marks: 1

ISO 9000 actually consists of how many documents?

Select correct option:

Four

Five

Six

Seven

Question # 7 of 15 (Start time: 05:28:47 PM) Total Marks: 1

Generally most of the values in control charts fall within which range of standard deviation?

Select correct option:

+/- 1

+/- 3

+/- 4

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+/- 5

Question # 8 of 15 (Start time: 05:29:42 PM) Total Marks: 1

Forecasting accuracy has _____ relation with time horizon.

Select correct option:

Inverse

Linear

Direct

Parallel

Question # 9 of 15 (Start time: 05:30:49 PM) Total Marks: 1

Which of the following takes information from the Master Production Schedule to evaluate its feasibility?

Select correct option:

Aggregate plan

Material requirements plan

Rough-cut capacity plan

Capacity requirements plan

Question # 10 of 15 (Start time: 05:31:14 PM) Total Marks: 1

Which one of the following is a measure of productivity that involves measuring inputs and outputs using a common unit of measurement?

Select correct option:

Multifactor

Partial

Single

Total

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Question # 11 of 15 (Start time: 05:31:56 PM) Total Marks: 1

Which one of the following forms of productivity has units of output per shift?

Select correct option:

Capital

Energy

Labor

Machine

Question # 12 of 15 (Start time: 05:32:15 PM) Total Marks: 1

Which one of the following is an index used to measure actual output relative to design capacity?

Select correct option:

Utilization

Efficiency

Effective capacity

Effectiveness

Question # 13 of 15 (Start time: 05:32:34 PM) Total Marks: 1

Planning is much easier and flexible in which of the following?

Select correct option:

Manufacturing

Services

Production

Research and development

Question # 14 of 15 (Start time: 05:33:00 PM) Total Marks: 1

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Which one of the following is a curve showing failure rate over time?

Select correct option:

Cost curve

Bath tub curve

Fish bone diagram

Reliability curve

Question # 15 of 15 (Start time: 05:33:24 PM) Total Marks: 1

In _____ sampling, one random sample is drawn from each lot

Select correct option:

Single

Double

Multiple

None of the above

QUIZ NO 3

Which one of the following correctly explains the elements of a good forecast?

Timely, having a purpose, accurate, written, reliable, meaningful

Timely, accurate, judgmental, correctness, verbal, simple to use

Timely, accurate, reliable, meaningful, written, simple to use

Timely, accurate, reliable, consistent, meaningful, written, simple to use

All of the following are examples of transformation process EXCEPT:

Cutting

Packing

Facilitating

Labeling

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Which one of the following is NOT used for decision making under uncertainty?

Maximax

Mmaximin

Mminimax regret

EMV criterion

In which stage of PDCA cycle, team documents the Revised Process?

Act

Check

Do

Plan

Technology has impacted the work place by:

Adding to the existing geographical barriers for recruiting

Increasing the cost of telecommuting

Increasing the amount required to be spent on training

Unifying the workforce to a common skill level

The formula for determining the required cycle time is operation time per day

divided by:

Sum of task times

Actual output per day (in units)

Number of workstation

Desired output (in units)

According to total quality Management approach, ---- is responsible for process

design.

Design department

Operation department

Logistic department

Research and Development department

Which of the following is an internal failure cost?

Liability cost

Interest cost

Rework cost

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Loss of future business cost

ISO 9000 actually consists of how many documents?

Four

Five

Six

Seven

Which of the following refers to the costs of carrying an item in inventory for a specific period of time?

Holding cost

Shortage cost

Stock out cost

Ordering cost

Ali dialed Customer Service Representative of WARID who very friendly and sociably responded his queries. Which dimension of service quality is referred to in this example.

Responsiveness

Courtesy

Reliability

Convenience

The cost of a particular plan for a given period can be computed by using which one of the following expressions?

Output cost + hire/layoff cost + inventory cost – backorder cost

Output cost + hire/layoff cost + inventory cost + backorder cost

Output cost - hire/layoff cost + inventory cost + backorder cost

Output cost + hire/layoff cost - inventory cost + backorder cost

Improper quality inspection process is doomed of failure because of:

Quality costs

Appraisal costs

Prevention costs

Internal and external failure costs

Which one of the following is the goal of method analysis?

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Dividing and analyzing a job

Check individual human motions used to perform an operation

Determining the length of time it will take to undertake a particular task

Determining the amount of time a worker spends on various activities

Which one of the following factors provides a basis for comparing alternative forecasting techniques?

Time dimension

Reliability factor

Degree of accuracy

Measuring units

Which of the following is TRUE about a periodic review?

Ordering inventory to supplier as per requirement

Ordering inventory at a predetermined re-order level

Ordering inventory at a fixed and regular time interval

Ordering inventory when it falls below the safety stock level

There is no inventory buildup when:

Usage rate exceeds production rate

Usage and production rates are equal

Production rate exceeds usage rate

Orders are frequently placed

The major business functions consisting of research and development, product design, manufacturing, marketing, distribution, and customer service refer to:

The transformation process

Value chain

Life cycle

Quality control

Which one of the following layout type is also called line layout?

Fixed Position layout

Process layout

Product layout

Cellular layout

Identify the set of factors that affect the choice of a strategy for aggregate planning.

Cost and corporate profits

Cost and location analysis

Cost and capacity constraints

Cost and training of employees

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The process selection should take into account all of the following EXCEPT:

Capacity planning

Design of work systems

Production forecasts

Selection of technology

Which of the following contributes in customer's perception of Expected

Service?

Service features

Past experience

Reliability of service

After service guarantee

QUIZ NO 3

Question # 2 of 10 (Start time: 03:45:57 PM) Total Marks: 1

Which one of the following correctly represents a set of time series forecasts?

Select correct option:

Averaging, cycle, seasonality, random variations

Trend, seasonality, exponential smoothing

Trend, cycle, seasonality, moving average

Trend, cycle, seasonality, random variations

Question # 3 of 10 (Start time: 03:47:22 PM) Total Marks: 1

Which one of the following is correct about the range of availability on a measuring index?

Select correct option:

0.1 to 1.0

0 to 1.0

0.5 to 1.0

0.01 to 1.0

Question # 4 of 10 (Start time: 03:48:42 PM) Total Marks: 1

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Ali got his mobile repaired from UNITED MOBILES which was situated very near to his home. Which dimension of service quality is referred in this example?

Select correct option:

Assurance

Reliability

Convenience

Responsiveness

Question # 5 of 10 (Start time: 03:49:57 PM) Total Marks: 1

ABC Freight Company is overflowed with customer complaints of poor quality services. To achieve quality in the services being provided, managers can make use of which of the following strategy?

Select correct option:

Cost leadership strategy

Statistical process control strategy

Service differentiation strategy

Conditional service guarantee strategy

Question # 6 of 10 (Start time: 03:51:21 PM) Total Marks: 1

If the costs of inspection are higher than costs of obtaining the sample

_____ sampling should be used?

Select correct option:

Single

Double

Multiple

Random

Question # 7 of 10 (Start time: 03:52:24 PM) Total Marks: 1

Which one of the following layout type is also called line layout?

Select correct option:

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Fixed Position layout

Process layout

Product layout

Cellular layout

Question # 8 of 10 (Start time: 03:54:09 PM) Total Marks: 1

_____ is a mean of translating customer requirements into the appropriate technical requirements for each stage of service development

Select correct option:

Quality function development

Robustness

Poka-Yoke

Quality function deployment

Question # 9 of 10 (Start time: 03:55:59 PM) Total Marks: 1

If a firm subcontracts 300 units of a product 'A', with the subcontracting cost of Rs. 3 per unit. What would be the total subcontracting cost? Select correct

option:

Rs. 900

Rs. 100

Rs. 297

Rs. 303

Question # 10 of 10 (Start time: 03:57:25 PM) Total Marks: 1

The technical aspect of Six Sigma includes all of the following Except:

Select correct option:

Improving process performance

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Use of statistical methods

Top management commitment

Reduction in variations

Other Quiz # 2

Question # 1 of 10 (Start time: 09:06:35 PM) Total Marks: 1

Which one of the following forms of productivity has units of output per dollar input?

Select correct option:

Capital

Energy

Labor

Machine

Question # 2 of 10 (Start time: 09:07:57 PM) Total Marks: 1

If the products and services match up with the designer's specifications, then which quality perspective of TQM is met?

Select correct option:

Quality of design

Quality of conformance

Quality of use

Quality of service after delivery

Question # 3 of 10 (Start time: 09:09:10 PM) Total Marks: 1

_____ is most limited in scope and address production processes only

Select correct option:

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ISO 9001

ISO 9003

ISO 14000

ISO 9004

Question # 4 of 10 (Start time: 09:10:40 PM) Total Marks: 1

ISO 14000 is a series of how many standards?

Select correct option:

Three

Five

Seven

Ten

Question # 5 of 10 (Start time: 09:12:03 PM) Total Marks: 1

Which of the following is NOT a dimension of quality that makes a company competitive?

Select correct option:

Performance

Special features

Leadership

Reliability

Question # 6 of 10 (Start time: 09:12:20 PM) Total Marks: 1

Operations based strategy involves all activities except;

Select correct option:

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Supply chain management

Quick response to customer needs

Flexibility and inventory management

Identifying customer wants and needs

Question # 7 of 10 (Start time: 09:13:23 PM) Total Marks: 1

Which of the following does not enhance developing capacity alternatives?

Select correct option:

Designing flexibility into the system

Taking a big picture approach

Staying focused on quantitative factors

Smoothing capacity requirements

Question # 8 of 10 (Start time: 09:14:51 PM) Total Marks: 1

A tool to measure effective use of resources and usually expressed as the ratio of output

to input is known as;

Select correct option:

Production ratio

Productivity

Reliability

Operations ratio

Question # 10 of 10 (Start time: 09:16:33 PM) Total Marks: 1

Seagate, a disk driver manufacturer advertises that its high performance disk drivers have a mean time failure of 1.2 million hours. If the disk lived upto that claim, it would come under which TQM customer driven dimension of quality?

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Select correct option:

Value

Fitness for use

Conformance to specification

Quality in design

Question # 1 of 10

How can you compute the cost of subcontracting?

Subcontracting cost per unit – subcontracted quantity

Subcontracting cost per unit + subcontracted quantity

Subcontracting cost per unit × subcontracted quantity

Subcontracting cost per unit /subcontracted quantity

Question # 2 of 10

MTBF refers to which of the following?

Measure time before failure

Mean time between failures

Mean time before failure

Measure test before failure

Question # 3 of 10

A double sampling plan specifies all of the following Except

Size of the initial sample

Size of second sample

Lot size

Double acceptance number

Question # 4 of 10

Which one of the following is a disadvantage of a process layout?

A variety of processing requirements

Use of individual incentive system

Minimizing material handling costs

Equipment utilization rate is high

Question # 5 of 10

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Which one of the following is not a Dimension of Quality

Durability

Special Features

Size & Shape

Perceived Quality

Question # 6 of 10

Mismatch between manager's expectations of service quality and service quality specifications comes in gap _____

1

2

3

4

Question # 7 of 10

The advantages of specialization to management include all of the following EXCEPT:

Rapid training of the workforce

Ease in recruiting new workers

Fewer turnovers

Less boredom for workers

Question # 8 of 10

Demand options are focused on which of the following?

Hiring / layoff options

Backorders

Subcontracting

Matching demand period by period

Question # 9 of 10

TQM is being criticized on the basis of factors which show:

Weak implementation of TQM practices or strong management perspective

Strong implementation of TQM practices or weak management perspective

Weak implementation of TQM practices or weak management perspective

Strong implementation of TQM practices or strong management perspective

Question # 10 of 10

_____ costs are incurred in assessing the level of quality attained by the operating system.

Prevention

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Appraisal

Operating

Failure

Other Quiz # 2

Question # 1 of 10 (Start time: 09:21:47 PM) Total Marks: 1

Which of the following is not an attribute to classify services?

Select correct option:

Tangibility

Perishability

Simultaneity

Degree of Customer Contact

Question # 2 of 10 (Start time: 09:22:13 PM) Total Marks: 1

MTBF refers to which of the following?

Select correct option:

Measure time before failure

Mean time between failures

Mean time before failure

Measure test before failure

Question # 3 of 10 (Start time: 09:23:12 PM) Total Marks: 1

G.S.Radford demonstrated the connections between:

Select correct option:

High quality, decreased quality and higher cost

High quality, increased quality and higher cost

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High quality, decreased quality and lower cost

High quality, increased quality and lower cost

Question # 5 of 10 (Start time: 09:25:49 PM) Total Marks: 1

Which one of the following refers to the length of time needed to complete a job?

Select correct option:

Work sampling methods

Work measurement

Job design

Methods analysis

Question # 6 of 10 (Start time: 09:27:15 PM) Total Marks: 1

_____ costs are incurred in assessing the level of quality attained by the operating system.

Select correct option:

Prevention

Appraisal

Operating

Failure

Question # 7 of 10 (Start time: 09:28:25 PM) Total Marks: 1

_____ is the bringing together of engineering design and manufacturing personnel early in the design phase.

Select correct option:

Reverse engineering

Concurrent engineering

Manufacturability

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Serviceability

Question # 8 of 10 (Start time: 09:29:45 PM) Total Marks: 1

As preventive measures improve quality, _____ costs decreases.

Select correct option:

Failure

Appraisal

Operating

Opportunity

Question # 9 of 10 (Start time: 09:30:10 PM) Total Marks: 1

Which of the following statement is NOT correct with respect to models in operations management?

Select correct option:

Models are easy to use, less expensive

Models have specific objectives

Models don't have the standardized format

Models enables "what if" questions

Question # 10 of 10 (Start time: 09:31:24 PM) Total Marks: 1

Which of the following is determined by the Lot Tolerance Percent Defective?

Select correct option:

The lower limit on the percent of defects that the consumer is willing to accept

The upper limit on the percent of defects that the consumer is willing to accept

The middle limit on the percent of defects that the consumer is willing to accept

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The total percent of defects that the consumer is willing to accept

Other Quiz # 2

Question # 1 of 10 (Start time: 09:36:43 PM) Total Marks: 1

Which of the following influences on the sales of a product is the most difficult to forecast?

Select correct option:

Seasonal

Trend

Nonlinear trend

Cyclical

Question # 2 of 10 (Start time: 09:37:59 PM) Total Marks: 1

How organizations assure that the designed strategy is giving the required output or results?

Select correct option:

Increase in demand of the product

By measuring the productivity

Environmental scanning

Raw materials are effectively used

Question # 3 of 10 (Start time: 09:38:34 PM) Total Marks: 1

ABC Freight Company is overflowed with customer complaints of poor quality services.

To achieve quality in the services being provided, managers can make use of which of the following strategy?

Select correct option:

Cost leadership strategy

Statistical process control strategy

Service differentiation strategy

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Conditional service guarantee strategy

Question # 4 of 10 (Start time: 09:39:41 PM) Total Marks: 1

Following are all examples of distinctive competencies EXCEPT;

Select correct option:

Price

Quality

Planning

Flexibility

Question # 5 of 10 (Start time: 09:40:29 PM) Total Marks: 1

_____ is a wave like variations of more than one year's duration.

Select correct option:

Cycle

Trend

Seasonality

Random variation

Question # 6 of 10 (Start time: 09:41:40 PM) Total Marks: 1

Which one of the following is an implication of laplace approach of decision making?

Select correct option:

The best of the worst possible payoff

The best possible payoff

The best average payoff

The least of the worst regrets

Question # 9 of 10 (Start time: 09:44:05 PM) Total Marks: 1

Which one of the following is true about Taguchi approach?

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Select correct option:

To test the robustness of a design

To articulate the “voice of the customer”

To reduce the degree of automation

To create a concurrent design

Question # 10 of 10 (Start time: 09:44:51 PM) Total Marks: 1

In _____ sampling, one random sample is drawn from each lot

Select correct option:

Single

Double

Multiple

None of the above

Other Quiz # 2

Q=1 Which one of the following is a disadvantage of a process layout?

A variety of processing requirements

Use of individual incentive system

Minimizing material handling costs

Equipment utilization rate is high

Q=2 Who emphasized quality in terms of inspection and gauging?

G.S. Radford

W. Shewhart

F.W. Taylor

W.E. Demig

Q=3 Which one of the following is an index used to measure actual output relative to design capacity?

Utilization

Efficiency

Effective capacity

Effectiveness

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Q=4 Which of the following statements describes an order-qualifier characteristic?

A competitive dimension used to make final decision among competitors

A factor which directly and significantly contribute to winning business

A factor which increases the profitability of the organization

A factor perceived as a minimum standard as a potential for purchase

Q=5 Which of the following favors adopting a “go for it” strategy?

Maximin

Maximax

Minimax regret

Laplace

Q=6 _____ is a set of standards governing documentation of a quality program.

ISO 9000

ISO 14000

ISO 9002

ISO 9004

Question # 7 of 10 (Start time: 03:51:21 PM) Total Marks: 1

If the costs of inspection are higher than costs of obtaining the sample

_____ sampling should be used?

Select correct option:

Single

Double

Multiple

Random

Question # 8 of 10 (Start time: 03:52:24 PM) Total Marks: 1

Which one of the following layout type is also called line layout?

Select correct option:

Fixed Position layout

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Process layout

Product layout

Cellular layout

Other Quiz # 2

Question # 1 of 10 (Start time: 09:21:47 PM) Total Marks: 1

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Select correct option:

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Question # 5 of 10 (Start time: 09:25:49 PM) Total Marks: 1

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Job design

Methods analysis

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Appraisal

Operating

Failure

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Manufacturability

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Serviceability

Question # 8 of 10 (Start time: 09:29:45 PM) Total Marks: 1

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Appraisal

Operating

Opportunity

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The middle limit on the percent of defects that the consumer is willing to accept

The total percent of defects that the consumer is willing to accept

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Other quiz 2

Question # 1 of 10 (Start time: 09:36:43 PM) Total Marks: 1

Which of the following influences on the sales of a product is the most difficult to forecast?

Select correct option:

Seasonal

Trend

Nonlinear trend

Cyclical

Question # 2 of 10 (Start time: 09:37:59 PM) Total Marks: 1

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Select correct option:

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By measuring the productivity

Environmental scanning

Raw materials are effectively used

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Service differentiation strategy

Conditional service guarantee strategy

Question # 4 of 10 (Start time: 09:39:41 PM) Total Marks: 1

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Following are all examples of distinctive competencies EXCEPT;

Select correct option:

Price

Quality

Planning

Flexibility

Question # 5 of 10 (Start time: 09:40:29 PM) Total Marks: 1

_____ is a wave like variations of more than one year's duration.

Select correct option:

Cycle

Trend

Seasonality

Random variation

Question # 6 of 10 (Start time: 09:41:40 PM) Total Marks: 1

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making?

Select correct option:

The best of the worst possible payoff

The best possible payoff

The best average payoff

The least of the worst regrets

Question # 7 of 10 (Start time: 09:42:27 PM) Total Marks: 1

A tool to measure effective use of resources and usually expressed as the ratio

of output to input is known as;

Select correct option:

Production ratio

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Productivity

Reliability

Operations ratio

Question # 9 of 10 (Start time: 09:44:05 PM) Total Marks: 1

Which one of the following is true about Taguchi approach?

Select correct option:

To test the robustness of a design

To articulate the “voice of the customer”

To reduce the degree of automation

To create a concurrent design

Question # 10 of 10 (Start time: 09:44:51 PM) Total Marks: 1

In _____ sampling, one random sample is drawn from each lot

Select correct option:

Single

Double

Multiple

None of the above

Other quiz # 2

Question # 1 of 10 (Start time: 09:37:30 PM) Total Marks: 1

Which one of the following is the goal of work sampling?

Select correct option:

Individual human motions that are used in a job task

Determining the length of time it will take to undertake a particular task

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Determining the amount of time a worker spends on various activities

Specifying the content and methods to perform a job

Question # 2 of 10 (Start time: 09:39:02 PM) Total Marks: 1

If a firm subcontracts 600 units of a product 'A', with the subcontracting cost of Rs. 6 per unit. What would be the total subcontracting cost?

Select correct option:

Rs. 100

Rs. 594

Rs. 3600

Rs. 606

Question # 3 of 10 (Start time: 09:40:28 PM) Total Marks: 1

Which one of the following is a type of layout where equipment, machinery and people are moved as required?

Select correct option:

Product layout

Fixed position layout

Process layout

Hybrid layout

Question # 4 of 10 (Start time: 09:42:00 PM) Total Marks: 1

Which one of the following statements is NOT correct about cycle time?

Select correct option:

It represents daily operating time divided by desired production

It is the maximum allowable time at each work station

It determines the time often items take to roll off in assembly line

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It is the time required to complete a product from start to finish

Question # 5 of 10 (Start time: 09:43:32 PM) Total Marks: 1

Which of the following location alternative is suitable to attract more customers for retail business?

Select correct option:

To expand the existing facility

To add new locations while retaining the existing ones

To shift to a new location while shutting down the previous

To do nothing

Question # 6 of 10 (Start time: 09:44:44 PM) Total Marks: 1

The disadvantages of specialization to management include all of the following

EXCEPT:

Select correct option:

More turnover

More difficult to teach the job

More absenteeism

Minimum responsibility

Question # 8 of 10 (Start time: 09:47:02 PM) Total Marks: 1

Forecasting accuracy has _____ relation with time horizon.

Select correct option:

Inverse

Linear

Direct

Parallel

Question # 9 of 10 (Start time: 09:48:08 PM) Total Marks: 1

Capacity options are usually of _____ range in nature

Select correct option:

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Short

Long

Intermediate

Periodical

Question # 10 of 10 (Start time: 09:49:06 PM) Total Marks: 1

Six Sigma is primarily centered towards all of the following except:

Select correct option:

Cost cutting

Continuous improvement

Time saving

Quality improvement

APNI QUIZ (MID)

Question # 1 of 15 (Start time: 08:27:26 PM)

Total Marks: 1

All of the following are examples of Qualitative forecasting except:

Select correct option:

Judgmental

Delphi Method

Consumer Survey

Naïve Forecasting

Question # 3 of 15 (Start time: 08:30:20 PM)

Total Marks: 1

Which one of the following formula can be used to compute break even point?

Select correct option:

$$Q = FC / (R + VC)$$

$$Q = VC / (R + FC)$$

$$Q = VC / (R - VC)$$

$$Q = FC / (R - VC)$$

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Question # 4 of 15 (Start time: 08:31:40 PM)

Total Marks: 1

Which one of the following is an outcome of Maximin criterion?

Select correct option:

The best of the worst possible payoff

The best possible payoff

The best average payoff

The least of the worst regrets

Question # 5 of 15 (Start time: 08:33:03 PM)

Total Marks: 1

Which of the following ensures that the design meets the performance characteristics that are specified in the product concept?

Select correct option:

Functional design

Production design

Service design

Product design

Question # 6 of 15 (Start time: 08:34:27 PM)

Total Marks: 1

Following are all examples of distinctive competencies EXCEPT;

Select correct option:

Price

Quality

Planning

Flexibility

Question # 7 of 15 (Start time: 08:35:31 PM)

Total Marks: 1

Manufacturability is the ease of fabrication and/or assembly which is important for:

Select correct option:

Cost and Productivity

Productivity and Quality

Cost and Quality

Cost, productivity and Quality

Question # 8 of 15 (Start time: 08:36:56 PM)

Total Marks: 1

Which of the following favors adopting a “go for it” strategy?

Select correct option:

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Maximin

Maximax

Minimax regret

Laplace

Question # 9 of 15 (Start time: 08:37:46 PM)

Total Marks: 1

An example of a business/industry that uses batch flow process structure is:

Select correct option:

Commercial printer

Heavy equipment

Automobile assembly

Sugar refinery

Question # 10 of 15 (Start time: 08:39:13 PM)

Total Marks: 1

Which one of the following operating levels is best with respect to capacity?

Select correct option:

The maximum point of the cost curve

The level of capacity for which average unit cost is minimized

The level of capacity for which average unit cost is maximized

The level of capacity for which total cost is minimized

Question # 11 of 15 (Start time: 08:40:37 PM)

Total Marks: 1

The major business functions consisting of research and development, product design, manufacturing, marketing, distribution, and customer service refer to:

Select correct option:

The transformation process

Value chain

Life cycle

Quality control

Question # 12 of 15 (Start time: 08:42:05 PM)

Total Marks: 1

Within the operations function, which one of the following is a long-term management decision?

Select correct option:

Control decision

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Non-operational decision

Strategic decision

Tactical decision

Question # 13 of 15 (Start time: 08:43:29 PM)

Total Marks: 1

Which one of the following reasons account for using moving average in forecasting?

Select correct option:

It eliminates the trend

It smoothes the random fluctuations

It counteracts the seasonal variations

It approximates the period average

Question # 14 of 15 (Start time: 08:44:53 PM)

Total Marks: 1

The method that uses explanatory variables to predict the future is known as:

Select correct option:

Delphi method

Naïve forecast

Associative model

Judgmental forecast

Question # 15 of 15 (Start time: 08:46:12 PM)

Total Marks: 1

Which one of the following forecasting techniques is used to identify a trend when data is neither growing nor declining rapidly and has no seasonal characteristics.

Select correct option:

Simple moving average

Delphi method

Trend adjusted forecast

Naïve forecast

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Question # 2 of 15

Total Marks: 1
Which of the following ensures that the design meets the performance characteristics that are specified in the product concept?

Select correct option:

Functional design

Production design

Service design

Product design

Question # 3 of 15

Total Marks: 1

Robustness of a product is _____ related with the probability of failure.

Select correct option:

Directly

Inversely

Linearly

Question # 4 of 15 Total Marks: 1

Which one of the following refers to the maximum output that a firm can produce under ideal conditions?

Select correct option:

Design capacity

Effective capacity

Capacity planning

Question # 5 of 15

Forecasts help managers by reducing the degree of:

Select correct option:

Accuracy

Precision

Uncertainty

certainty

Question # 6 of 15

Total Marks: 1

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Which one of the following reasons account for using moving average in forecasting?

Select correct option:

Question # 7 of 15 Services differ from manufacturing in all the following ways

EXCEPT:

Select correct option:

Customers typically interact directly with the service delivery process

Consumption and production take place simultaneously.

Services are intangible

Services cannot be stored

Question # 8 of 15 Total Marks: 1

Which one of the following is an outcome of Maximin criterion?

Select correct option:

The best of the worst possible payoff

The best possible payoff

The best average payoff

The least of the worst regrets

Question # 9 of 15

Total Marks: 1

Which of the following statements corresponds to an order-winning characteristic?

Select correct option:

A factor which may be significant in other parts of the organization

A factor which gives an organization a competitive edge

A factor which serves as a minimum standard for purchase

A factor which increases the profitability of the organization

Question # 10 of 15 Which of the following provide guidance and directions for carrying out operations?

Select correct option:

Tactics

Strategies

Policies

Mission

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Question # 11 of 15

The frequency of capacity choice decisions is influenced by all of the following

factors EXCEPT:

Select correct option:

Stability of demand

Technological changes

Competitive forces

Cost factor

Question # 12 of 15

Which one of the following represents a use of cost-volume analysis?

Select correct option:

It is a tool for reliability measurement

It provides a base for marketing research

It helps in identification of cost related to production

It is important in product design

Question # 13 of 15

The forecasting model that attempts to predict the future value based on the

past data is known as:

Select correct option:

Delphi Method

Time series Analysis

Associative Models

Naïve Forecasting

Question # 14 of 15

Which ONE of the following forms a bridge between two islands of Engineering

and Management?

Select correct option:

Production Engineering

Operations Management

Industrial Management

Operations Engineering

Question # 15 of 15

Which one of the following is an implication of laplace approach of decision

making?

Select correct option:

The best of the worst possible payoff

The best possible payoff

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The best average payoff

The least of the worst regrets

1: In exponential smoothing model, a denotes:

Smoothing constant

Previous forecast

Forecast error

Actual forecast

2: As a manager, you have defined the purpose of the forecasts. What should be the next step in forecasting process?

Choose a forecasting technique.

Determine the purpose of the forecast.

Set up a time horizon or a time limit

Collect and analyze the appropriate data.

3: Which one of the following forecasts is quick and easy to prepare?

Time series

Delphi

Naïve

Associative

4: Which of the following does not enhance developing capacity alternatives?

Designing flexibility into the system

Taking a big picture approach

Staying focused on quantitative factors

Smoothing capacity requirements

5: Which one of the following reasons account for using moving average in forecasting?

It eliminates the trend

It smoothes the random fluctuations

It counteracts the seasonal variations

It approximates the period average

6: Manufacturability is the ease of fabrication and/or assembly which is important for:

Cost and Productivity

Productivity and Quality

Cost and Quality

Cost, productivity and Quality

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7: Which one of the following refers to the volume of output at which total cost equals total revenue?

Optimal operating rate

Break even point

Feasible volume

Utilization

8: Organizational strategy is different from operations strategy because it is;

Prepared by middle managers

Narrower in scope

Longer in time horizon

All of the above

9: Which one of the following is a curve showing failure rate over time?

Cost curve

Bath tub curve

Fish bone diagram

Reliability curve

10: The major business functions consisting of research and development, product design, manufacturing, marketing, distribution, and customer service refer to:

The transformation process

Value chain

Life cycle

Quality control

11: Which probability distribution is used most extensively in dealing with forecasting errors?

Normal

Exponential

Beta

Pareto

12: Which of the following provide guidance and directions for carrying out operations?

Tactics

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Strategies

Policies

Mission

13: A gradual, long term upward or downward movement in data is referred to as:

Cycle

Trend

Seasonality

Random variation

14: Which one of the following is used to produce gasoline and petroleum products?

Job Shop

Batch processing

Assembly line

Continuous processing

15: Which one the following formula or function can be used to measure the performance?

Flexibility + profit+ operations

Work + profit + value

Quality + speed + flexibility

Profit + Incentives + standards

QUIZ 1 - Fall 2009

Question # 1 of 15

Which one of the following refers to the maximum output that a firm can produce under ideal conditions?

Design capacity

Effective capacity

Capacity planning

Utilization rate

Question # 2 of 15

Capacity planning involves answering all of the following questions EXCEPT:

What kind of capacity is needed?

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How much is needed?

When is it needed?

Who is going to decide?

Question # 3 of 15

CBR stands for which one of the following?

Commercial Board of Revenue

Central Board of Recycling

Central Board of Renovation

Central Board of Revenue

Question # 4 of 15

To make operations strategy effective it should be:

Independent of the organization's strategy

Consistent with the organization's strategy

Developed by a first line manager

Independent of time dimension

Question # 5 of 15

Which of the following functions of an organization consists of all activities

directly related to production of a good or service?

Operations

Marketing

Accounting

Finance

Question # 6 of 15

Which ONE of the following statement correctly explains the difference

between operations management (OM) and operations research (OR)?

OM relies on mathematical modeling and OR focus on practical scenarios.

OM is more powerful to improve the whole system OR relies on mathematical modeling.

OM is relies on practical scenarios and Or relies on Mathematical modeling.

OM relies on mathematical modeling and OR is considered to be one of the critical tools of managers.

Question # 7 of 15

Which one of the following refers to using some of the components of old

products in the manufacture of new products?

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Remanufacturing

Robust design

Automation

Manufacturability

Question # 8 of 15

_____ is a wave like variations of more than one year's duration.

Cycle

Trend

Seasonality

Random variation

Question # 9 of 15

Which one of the following is the most significant disadvantage of standardization?

Frozen designs

Interchangeable parts

Reduced variety

Customized parts

Question # 10 of 15

Which of the following influences on the sales of a product is the most difficult to forecast?

Seasonal

Trend

Nonlinear trend

Cyclical

Question # 11 of 15

Which one of the following is a pessimistic approach in decision making theory?

Maximin

Maximax

Minimax regret

Laplace

Question # 12 of 15

Which one of the following is NOT the input in the transformation process?

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Informations

Services

Facilities

Materials

Question # 13 of 15

Which method of forecasting is most widely used?

Regression analysis

Adaptive forecasting

Weighted moving average

Exponential smoothing

Question # 14 of 15

Which one the following formula or function can be used to measure the performance?

Flexibility + profit+ operations

Work + profit + value

Quality + speed + flexibility

Profit + Incentives + standards

Question # 15 of 15

Which one of the following manufacturing process is associated with high volume car manufacture?

Job shop

Assembly line

Batch

Automation

<http://www.gorecroot.com/Questionpaper/LayoutandflowinOperationsManagement.aspx>

The lay out where the equipment, machinery, plant and people move as necessary is known as:

Product layout

Process layout

Cell layout

Fixed-position layout

4. Fixed-position layout

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A supermarket is usually positioned as:

Product layout

Process layout

Cell layout

Fixed-position layout

2. Process layout

A self-service cafeteria is usually positioned as:

Product layout

Cell layout

Process layout

Fixed-position layout

1. Product layout

A process with high variety and low volume is likely to have a:

Process layout

Product layout

Cell layout

Fixed-position layout

4. Fixed-position layout

Which of the following is not an advantage of a long-thin line?

Higher mix flexibility

Lower capital requirements

Simple materials handling

Controlled flow of materials or customers

1. Higher mix flexibility

Which of the following is usually considered a characteristic of a product or line layout?

Transforming resources are costly to maintain

This layout can easily handle high variety but low volume

This layout tends to be very flexible

Transforming resources move to the work

This layout can easily handle high volume but low variety

5. This layout can easily handle high volume but low variety

A product layout:

Allows a wide variety of products to be manufactured on the same equipment

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Groups transforming resources into dedicated cells

Is appropriate for low volume operations

Involves locating the transforming resources entirely for the convenience of the transformed resources

Moves resources to the place where the operation is to be carried out

4. Involves locating the transforming resources entirely for the convenience of the transformed resources

Cell layouts typically:

Cost more to run than other types of process layout

Locate transforming resources entirely for the convenience of the transformed resources

Involve all the operations on a product being located adjacent to each other

Are dominated by the transforming resources

Are the most efficient form of process layout

3. Involve all the operations on a product being located adjacent to each other

Which of the following is not usually considered a characteristic of a fixed position layout?

Transforming resources are grouped in cells

The recipient of the process or the work being undertaken remain in the same place

Transforming resources often move to the work

Fixed position layouts are able to offer high flexibility

Fixed position layouts are often used for large or delicate products or services

1. Transforming resources are grouped in cells

A company has fixed costs of £200,000 per annum. It costs £3.50 to make each of its products. At what price would the company have to sell its products to give a break-even volume of 50,000 units?

£8.25

£4.50

£7.50

£8.00

£7.00

3. £7.50

A company has fixed costs of £300,000 per annum. It costs £5.50 to make each of its products. At what price would the company have to sell its products to give a break-even volume of 20,000 units?

£16.00

£18.50

£20.00

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£20.50

£17.25

4. £20.50

If the manufacturing cost of a product is \$4.25, and the fixed overhead of the company is \$23,000 per annum, what would the selling price have to be with a break-even volume of 14,000 units?

\$5.53

\$5.27

\$8.12

\$4.89

\$5.89

1. \$5.89

A bank intends to offer its financial services via the Internet. Customers with a personal computer and modem can request a transaction at any time. The bank needs to lease the equipment needed at an annual cost of £15,000. Each transaction costs the bank £0.56p. It plans to charge customers £0.75p for each transaction regardless of size. In order for the service to break even, how many customers must access the system each year?

63,127

78,947

106,357

195,647

48,797

2. 78,947

Some of the bank's staff believes that just as many customers will use the system if the transaction charge is raised to £1. At what volume would the service then break even?

12,110

24,726

236,954

34,091

31,912

4. 34,091

A bank intends to offer its financial services via the Internet. Customers with a personal computer and modem can request a transaction at any time. The bank needs to lease the equipment needed at an annual cost of £20,000. Each transaction costs the bank £0.32p. It plans to charge customers £0.75p for each transaction

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regardless of size. In order for the service to break even, how many customers must access the system each year?

123,759

38,956

46,511

69,045

96,478

3. 46,511

Some of the bank's staff believes that just as many customers will use the system if the transaction charge is raised to £1. At what volume would the service then break even?

17,864

21,697

67,928

29,412

84,890

2. 29,412

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Which of the following is not an attribute to classify services?

Select correct option:

Tangibility

Perishability

Simultaneity

Degree of Customer Contact

As a manager, you have defined the purpose of the forecasts. What should be the next step in forecasting process?

Select correct option:

Collecting and analyzing the appropriate data

Determining the purpose of the forecast



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Choosing a forecasting technique

Setting up a time horizon or a time limit

Forecasting accuracy has _____ relation with time horizon.

Select correct option:

Inverse

Linear

Direct

Parallel

_____ is a wave like variations of more than one year's duration.

Select correct option:

Cycle

Trend

Seasonality

Random variation

In which one of the following decision environments it is impossible to assess the likelihood of various future events?

Select correct option:

Certainty

Uncertainty

Risk

Bounded rationality

As a manager, you have defined the purpose of the forecasts. What should be the next step in forecasting process?

Select correct option:

Choose a forecasting technique.

Determine the purpose of the forecast.

Set up a time horizon or a time limit

Collect and analyze the appropriate data.

Which one of the following forms of productivity has units of output per dollar input?

Select correct option:

Capital

Energy

Labor



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Machine

Which one of the following refers to a decision environment in which relevant parameters have known values?

Select correct option:

Certainty

Uncertainty

Risk

Bounded rationality

To make operations strategy effective it should be:

Select correct option:

Independent of the organization's strategy

Consistent with the organization's strategy

Developed by a first line manager

Independent of time dimension

Organizational strategies relate to which of the following sets of factors?

Select correct option:

Survival, profitability, growth rate and market share

Profitability, survival, lead times and target market

Quality, operating resources, growth rate and market share

Scheduling, profitability, lead times and survival

All of the following are steps in forecasting process EXCEPT:

Select correct option:

Determine the purpose of the forecast

Establish a time horizon

Assigning weights to the criteria

Monitor the forecast

Which one of the following is a pessimistic approach in decision making theory?

Select correct option:

Maximin

Maximax

Minimax regret

Laplace



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Which one of the following is used to generate consensus forecast?

Select correct option:

Delphi method

Time series method

Exponential smoothing

Associative model

All of the following are examples of transformation process EXCEPT:

Select correct option:

Cutting

Packing not sure

Facilitating

Labeling

All of the following are examples of Qualitative forecasting except:

Select correct option:

Judgmental

Delphi Method

Consumer Survey

Naïve Forecasting